



## **EMPLOYEES GRIEVANCE REDRESSAL POLICY**

1. **Prelude.** Grievance(s) in an organization are primarily employee(s) concerns regarding conditions of employment or handling of functional and routine affairs by their supervisors and peers. It is therefore of paramount importance that employees' rights are safeguarded; thus, enabling them to perform their tasks without any stress. In this regard, need is felt to streamline a grievance system to optimize efficiency of the Company.
2. **Objective.** To establish a fair, transparent and impartial system for the redressal of employees grievances.
3. **Redressal of Grievances.** To be handled distinctly in three categories as under:-
  - a. **Functional/ Operational Matters.** This would include professional/ official matters related to Probation Period, Chain of Command/ Reporting Line, Colleague/ Peer issues, Workload Management and Shift Time/ Attendance etc. Process to address functional/ operational grievance(s) is as under:-
    - (1) Employee shall initiate request in writing to his/ her immediate Supervisor who would address the grievance and respond in writing to the employee within 3 x working days with copy to his Immediate Supervisor.
    - (2) In case, Supervisor of the aggrieved employee is unable to resolve the issue, such representation shall be forwarded to the next Reporting Line who would address the issue or satisfy the employee within 5 x working days and communicate the same to the complainant in writing.
    - (3) In case, issue is not addressed within 10 x working days, the aggrieved employee could inform in writing to the respective HoD who shall address the issue or satisfy the employee and respond him/ her in writing in next 3 x working days.



- (4) In case, aggrieved employee is not responded back by the respective GM/ HoD, he/ she may report the matter to GM HR who would be responsible to address the concerns of complainants as well as take appropriate action against those who fail to comply instructions for the redressal of initiated grievance.
- b. **HR Related Matters.** Grievance regarding HR matters would include issues related to approved Remuneration, Promotion, Transfer/ Relocation and Expense Reimbursements etc. Process to address grievance(s) on HR matters shall be as under:-
- (1) An employee shall process his/ her grievance in writing to the HR Department through his/ her HoD/ Supervisor.
  - (2) Respective HoD/ Supervisor shall review the initiated request and give his recommendations to the HR Department within 3 x working days of receiving the grievance;
  - (3) HR Department shall review the grievance and share response with the CEO within 5 x working days after receiving the HoD's recommendations;
  - (4) After receiving instruction(s)/ decision from the CEO, HR Department shall intimate the decision in writing to the aggrieved employee with intimation to the CEO and respective HoD.
- c. **GM(s)/ HoD(s) Grievance Redressal Process**
- (1) Process for those reporting directly to the COO is as under:-
    - (a) GM(s)/ HoD(s) shall submit his/ her grievance to the COO in writing with copy to HR Department. COO shall resolve the issue/ satisfy the respective GM/ HoD within 3 x working days and inform him/ her in writing with copy to the HR Dept and CEO.



- (b) In case, matter cannot be solved at COO's end, he would proffer his recommendation(s) to the CEO within 3 x working days with copy to the HR Dept. GM HR on the directions of CEO shall address the issue and communicate to the respective HoD/ GM with a copy to CEO and COO.
- (2) GM(s)/ HoD(s) reporting directly to the CEO shall follow the process as under:-
  - (a) GM(s)/ HoD(s) incase of any grievance may write to the CEO with copy to GM HR.
  - (b) GM HR shall advise the CEO who may resolve the matter directly or through GM HR in writing.
  - (c) Incase, CEO considers that the issue raised merits review, he may task GM HR to constitute a GM level Committee which would give its recommendations to the GM HR within 7 x working days.
  - (d) GM HR after seeking decision from CEO shall inform the aggrieved GM/ HoD within 7 x working days.
- d. **Personal Matters.** There is no obligation on HR Dept to address domestic/ personal issues of employees; however, in extreme/ compulsive requirement, an employee may write to the HR Dept which would apprise CEO on the matter and address the issue as decided/ advised by the CEO.