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	Grievance Redressal		

REVISION HISTORY			
REV	Description of Change	Author	Effective Date
1.0	Grievance Redressal	Manasi Das	06-June-12

REFERENCE DOCUMENTS	
Document Number	Document Title

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POLICY STATEMENT:

Grievance is defined as “any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with the company which an employee thinks, believes or, even feels to be unfair, unjust or inequitable.”

At CSM, we constantly endeavor to improve the service delivery standards and capabilities. The Company expects all its employees to maintain the highest standards of integrity and transparency at work. All, in the hierarchy, are expected to maintain integrity and follow the company policies. However, employees of any organization in their work life may get dissatisfied with various aspects of work like the behavior/attitude of the manager, policy of the company, working conditions, or behavior of colleagues.

Grievance acts as the rust, which corrodes the very fabric of an organization. An aggrieved employee is a potent source of indiscipline and poor performance. Therefore CSM has ventured upon to formulate and put in place a policy to look after the redressal of these grievances. Grievance Redress Mechanism is part and parcel of the machinery of any administration. No administration can claim to be accountable, responsive and user-friendly unless it has established an efficient and effective grievance redress mechanism. In fact, the grievance redress mechanism of an organization is the gauge to measure its efficiency and effectiveness as it provides important feedback on the working of the administration

OBJECTIVES:

At CSM, grievance management process aims at providing:

- Single & clear focal point for grievances raised by employees,
- Transparent and impartial process and mediation to address grievances, while ensuring confidentiality of any sensitive complain / information.
- Credible, efficient and solution-oriented arbitration.

GUIDELINES ON REDRESSAL PROCEDURE:

This document will guide you to understand the process of registering a Grievance, process of redressal / seeking redress, types of Grievances and cases to be considered.

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THE PROCESS OF GRIEVANCE REGISTERING:

- The process of registering a Grievance is through an e-Mail only and be addressed to the Grievance Committee at grievance@csmpl.com.
- The Subject of the e-Mail should be "GRIEVANCE".

THE PROCESS OF GRIEVANCE REDRESSAL:

- On receipt of any grievance, any member of the committee who feels responsible can give a verdict over mail which once accepted by the other members would be deemed as the final solution to the grievance.
- In case the Committee feels the need of a formal meeting with the Employee over the grievance, a face to face discussion would be held.
- IF required the party against whom the grievance is lodged may be part of the redressal process.
- Any solution derived out of the meeting to be communicated to the respective employee.
- If the employee is not satisfied with the resolution of the committee, then he/she may escalate the grievance to the Appellate Authority.
- Decision of the Appellate Authority stands final.
- Any grievance received by the Grievance committee to be addressed within 24 working hours.
- For any kind of delay the committee may state the reasoning.
- Appellate Authority will address any grievances escalated to him/her within 3 Working Days.

GRIEVANCES WHICH WILL BE CONSIDERED ARE:

The grievances may be categorized in many heads as mentioned below.

Work Environment: Relates to poor physical conditions of workplace, tight schedule, System performance, safety & health etc.

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- a. Any issue which affects the work environment (e.g.; light, space, sound, heat etc) can be raised.
- b. Any issues with the systems or applications used can be raised (e.g.; Non-availability of proper system/Telephone/Printer/other instrument or facilities for carrying out one's job.
- c. Set of rules, which you feel can be improved for betterment can be raised, however any rules set at an organizational level will not be changed.

Supervision: Relates to the attitudes of the RA/PL/TL towards the subordinates such as:

- a. Perceived notions of bias, favoritism, nepotism, caste affiliations, regional feelings, etc. by the RA/TL/PL.
- b. Lack of recognition.
- c. Changes in schedules & procedures of work.
- d. Issues related to Approval / Sanctioning process of Leave, Tour etc.

Work group:

- a. Unable to adjust with the work place & colleagues around him/her.
- b. Suffers from feelings of being neglected.
- c. Victimization and becomes an object of ridicule and humiliation, etc.
- d. Sense of insecurity & personal abuse / assault regardless of any level & gender.

Economic: Relates to Pay revision, Incentives, Extra effort, etc. Employees may feel that they are paid less against their performance or when compared to others and hence can raise a grievance. However, there are few points to be considered on the aforementioned issues listed:

- a. Pay Revision: Pay revision comparing other employees will not be considered as Grievances and will not be entertained. In case a person has an issue with the pay compared to the market valuation of his experience, it can be considered.
- b. Incentives: Incentives will be paid to employees as per the management decision and set guidelines. Only incorrect credits will be considered as a

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grievance. The Demanding incentive for a process which does not have any structure for the incentive will not be considered.

Amenities & Facility: Any issue raised against facilities that is provided by company at work is not felt adequate like: Hygiene & Cleanliness of any facility inside the workplace.

Miscellaneous: These include issues relating to certain violations in respect of Promotions, Lack of clarity on job Roles, Safety methods, Transfer/Deputation, Disciplinary rules, Penalties, Granting leave, Medical facilities, etc.

REDRESSAL COMMITTEE:

1. The committee formed is comprised of 4 members.
2. Out of the 4 members, One has been nominated as an Appellate Authority.

REDRESSAL COMMITTEE MEMBERS:

1. Mr. Mrutyunjaya Panda (Appellate Authority)
2. Mr. Pradyut M. Dash
3. Mr. Prafulla Parida
4. Ms. Manasi Das

FEW THINGS TO BE CONSIDERED WHILE RAISING THE GRIEVANCES:

Please avoid raising unnecessary, unsolicited and unimportant grievances. Treat each case important and send the grievances in writing to the Grievance redressing committee.

Feel free to put forward anything disturbing you or creating a problem in the work place.

Hope we all will make the best use of this opportunity to make the work place a better place.