

## **Standard Operating Procedure (SOP) for Grievance Portal**

### **Scope & Applicability**

This SOP applies to all employees of PCI India and addresses grievances related to dissatisfaction or disputes arising in the workplace. The following are excluded from its scope:

- Annual performance appraisals.
- Disciplinary actions or appeals against such actions.
- Grievances arising from dismissal.
- Issues related to Sexual Harassment and Child Protection, which are addressed under separate disciplinary procedures.

### **1. Accessing the Grievance Portal**

- Visit the grievance portal at <https://grievance.pcidigitals.in>.

### **2. Logging In**

- Enter your registered email address.
- An OTP (One-Time Password) will be sent to your email.
- Enter the OTP on the portal to successfully log in.

### **3. Registering a Grievance**

- Once logged in, navigate to the "Register Grievance" section.
- Provide the required details about your grievance in the form.
- Submit grievance.
- You will receive a confirmation email confirming the registration of your grievance.

### **4. Notification to Panel Members**

- Upon submission of grievance, all panel members will receive an email notification.
- The grievance will appear as a "New Case" on the panel members' portal dashboard.

### **5. Assigning a Point Person**

- Panel members will review the grievance details and assign a point person to handle the case.

### **6. Requesting Clarifications**

- If additional information is required, a panel member can raise a clarification request.
- The status of the grievance will change to "In Process."
- The user will be notified via email and can view the clarification request through their portal login.

## **7. Providing Evidence**

- The user must log in to the portal and navigate to the specific grievance to provide the requested evidence.
- Upload the evidence and submit it through the portal.
- A notification will be sent to the panel members upon submission.
- **The case must be resolved within 10 working days.**

## **8. Reviewing Evidence**

- Panel members will review the submitted evidence.
- If further clarification is needed, they may request additional information.
- Panel members will schedule meetings with the user and other parties involved in the registered case. (Meetings can be scheduled via online meeting platforms or in-person)
- Panel members will give the resolution on the portal and the status of the registered case will be changed to "Redressed".

## **9. Case Status: Redressed**

- When a case is marked as "Redressed," the user will receive an email notification.
- The user can log in to the portal to either:
  - Accept the resolution and mark the case as "Closed."
  - Escalate the case to the CD & CEO desk for further review.

## **10. Escalation Process**

- If the user escalates the case, it will be forwarded to the CD & CEO.
- The CD and CEO's may forward the case to the committee members for review.

## **11. Final Closure**

- After the decision from the CD and CEO, the case status will be updated as "Closed" on the portal.
- A final notification will be sent to the user.

## **Key Notifications**

- **User Notifications:** OTP for login, confirmation of grievance registration, clarification requests, evidence submission acknowledgment, status updates (In Process, Redressed, Closed).
- **Panel Member Notifications:** New grievance registered, evidence submission, clarification responses.
- **Viewing Rights and Escalation Notifications:** CD & CEO will have full viewing rights of the portal and will receive email updates for escalated cases.

## **Responsibilities**

- **User (Employee):** Register grievances, respond to clarification requests, provide evidence, and escalate if needed.
- **Panel Members:** Review grievances, assign point persons, request clarifications, Schedule meetings and decide on resolutions.
- **CD & CEO:** Handle escalated cases.

## **Portal Status Definitions**

- **New Case:** Grievance registered, awaiting initial review.
- **In Process:** Clarifications requested or evidence submitted, under review.
- **Redressed:** Case resolved by panel members.
- **Closed:** Resolution accepted by the user.