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Issued By	HR Dept

BALASORE ALLOYS LIMITED

EMPLOYEE GRIEVANCE REDRESSAL MECHANISM

1.0 POLICY

- 1.1 Balasore Alloys Limited (BAL) is an equal employment opportunity organisation and is committed to create a healthy working environment that enables employees to work without fear of prejudice and encourages them to put forth their grievances to the management for redressal.

2.0 SCOPE AND EFFECTIVE DATE

- 2.1 This Policy extends to all employees (staff & workmen) of the organisation and is deemed to be incorporated in the service conditions of all employees and comes into effect immediately

- 2.2 **DEFINITION:** Grievance would mean and include any of the following:
Complaints affecting one or more individual employees in respect of their attendance, leave, transfer, work assignment, working conditions, Safety, discipline and interpretation of service agreements etc.

Following will not be considered as part of grievance:

- Where the grievance does not relate to an individual employee.
- collective bargaining such as wages, allowances, bonus, hours of work and other benefits etc.
- cases of grievances arising out of discharge and dismissal.
- individual grievances relating to punishment as a result of disciplinary action against the employee.

- 2.3 "Employee" means any person on the rolls of the organisation.

3.0 GRIEVANCE REDRESSAL COMMITTEE

- 3.1 A Committee has been constituted by the Management {as per provisions of section 9C of The Industrial Disputes (Amendment) Act 2010} to consider and to redress the grievances. The committee would comprise of Unit Head, Unit HR Head and workmen representatives. (Only workmen related grievances would be redressed in Grievance redressal committee/Works Committee, while staff related issues would be dealt separately in Open house meeting).

4.0 REDRESSAL PROCESS

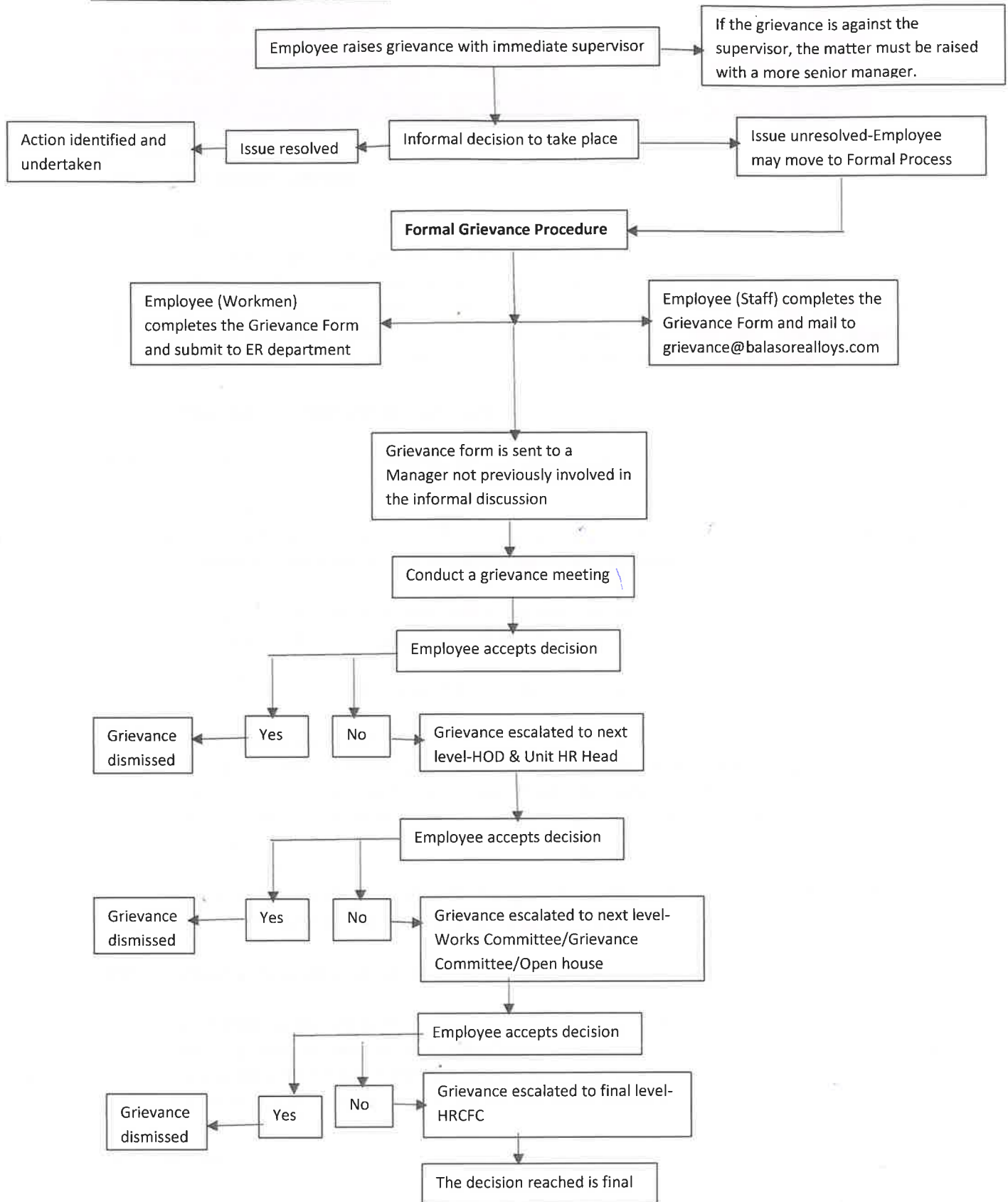
For Workmen & Staff:

Stage -1	Stage -2	Stage-3	Stage-4
Immediate supervisor/Next level Manager	HOD and HR Head at the unit	Works Committee/Grievance Committee/Open house meeting	HRCFC

Prepared By: Head HR
Reviewed By: HRCFC & Internal Auditor
Approved By: Chairman- HRCFC



Grievance Redressal Process Flow:



Any aggrieved workmen may submit the grievance in the prescribed grievance form placed at respective Unit HR department. Grievance form kept and maintained in Grievance box by Unit HR department. Staff may place the grievance in the prescribed format and mail the same to: grievance@balsorealloys.com with a copy to his immediate supervisor.

Redressal KAM	Time Frame
Stage 1. Resolution from immediate supervisor/next level Manager	2 Days
Stage 2. Resolution from HOD / Unit HR Head	10 Days
Stage 3. Resolution at Works Committee/Grievance Committee level/Open house meeting	15 Days
Stage 4. Resolution by HRCFC	30 Days

1. The Committee will maintain a register to lodge the grievance received by it and keep the contents confidential, if it is so desired, except to use the same for discreet investigation. The same register shall be maintained by Unit HR Head and shall be kept confidential by him/her.
2. The grievance of the aggrieved employee shall be placed before Grievance Committee in case it is not resolved in the first two stages, which shall make its recommendations to the Management within 15 days period. If the recommendations cannot be made within this period, the reasons for such delays should be recorded. The Unanimous recommendations of the grievance committee shall be forwarded to HRCFC for final decision. In the case of a difference of opinion among the members of the grievance committee, the view of the members along with the relevant papers shall be placed before HRCFC for final decision. In either case the final decision of HRCFC shall be communicated to the aggrieved employee by the Unit HR Head within 7 days of the receipt of the recommendation from the HRCFC.
3. Another redressal mechanism for Grievances will be Open house meetings to be conducted quarterly at respective locations for employees (Staff & workmen).

Head HR

Chairman
HRCFC

For BALASORE ALLOYS LTD.
Ranjit Aggarwal
Company Secretary

Prepared By: Head HR
Reviewed By: HRCFC & Internal Auditor
Approved By: Chairman- HRCFC