

**19 EMPLOYEE GRIEVANCE POLICY**

Grievance shall include the grievances of personal/individual nature i.e. should be concerning one individual employee only which may be relating to job satisfaction, work environment, harassment etc. affecting one individual personally without any comparison with others and the solution thereof must not affect any other except the individual aggrieved.

**19.1 Stage 1**

The initial approach to settling any issue is open communication. An employee should first seek to resolve any complaint with his/her immediate supervisor through informal discussion. If such discussion does not resolve the matter informally, and the employee believes that his/her complaint rises to the level of a grievance, then the employee may initiate a formal grievance as described in stage 2 in an effort to seek an equitable solution.

**19.2 Stage 2**

**19.2.1** An aggrieved employee shall present his/her grievance in writing in to the respective Location/Branch/Business Head as the case may be. Respective Location/Branch/Business Head along with Head HR will try to resolve the grievance. In case it is not resolved, he/she shall forward the same with their comments on the grievance form within 3 days to the Grievance committee designated by the management by this purpose.

Grievance Committee consist of

- 1) Business vertical Head**
- 2) Business Vertical HR**

**19.2.2** The grievance committee shall give answer within 10 days of the presentation of grievance. If the action cannot be taken within that period, the reason for delay should be recorded.

**19.2.3** If the employee is not satisfied with decision of grievance committee or fails to receive an answer within the stipulated period he shall forward his grievance to the Director through Corporate HR Head.

**19.2.4** Corporate HR Head shall submit the grievance form immediately to the director's office for further procedure.

**19.2.5** The Director will review the decision/recommendation of grievance committee and give his final decision for redress the grievance raised by an employee. The final decision of the Director shall be communicated to the employee concerned by the Head HR within 7 days of the grievance committee's recommendations.

**19.2.6** If the grievance arises out of an order given by the Management, the said order shall be first complied with before the employee invokes the procedure laid down for redressal of grievance. If, however, there is a time lag between the issue of order and its compliance, the

grievance procedure may immediately be invoked but the order must be complied with within the due dates/time, even if all the steps in the grievance procedure have not been exhausted. It may however, be advisable for the management to wait for the findings of the grievance procedure mechanism.

**19.2.7** The grievance committee shall have the right to access to any document connected with the enquiry maintained in the department and which may be necessary to understand the merit or otherwise of the employee grievances. The management's representatives shall have the right, however, to refuse to show any document or give any information, which they consider being of a confidential nature.

**19.2.8** In calculating the various time intervals under the above clause, holidays shall not be reckoned.

**19.2.9** The language of the grievance handling will be the language well understood to the employee.

**19.3** The grievance committee will include employees/consultant/HR Head (But not the person against whom the grievance is raised), as may be decided by management.