

Grievance Handling Procedure

HR POLICY MANUAL		Doc. No.	JBM-HR-05-05
Group Level	Legal Entity	Rev No.	01
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		Doc Owner	Group Corporate HR
		Approved By	Group Corp. HR Head

PREAMBLE:

To encourage an employee to discuss issues openly in which he/she and/or his/her immediate superior is directly involved. This time-bound grievance procedure intends to provide employees with a transparent mechanism for seeking clarifications/ solutions in a user-friendly manner.

OBJECTIVES:

The objective of the grievance handling procedure shall be:

- To settle grievances of the employees in shortest possible time with satisfaction;
- At the lowest possible level of authority; and
- To provide various stages so that the employees can escalate when not satisfied with the previous-stage response.

SCOPE AND COVERAGE:

The procedure will cover all roll employees/ workers of the Company. Grievance for the purpose of this procedure would only mean any issue/ subject that the employee feels s/he legitimately deserves as per the existing company policies and guidelines. Grievance raised should be based on only individual cases related to any of the below aspects:

S.No.	Type of Grievance	Responsibility
1.	HR/ P&A Policy related issue	HRPA
2.	Administration (Canteen, Medical Room, Transportation-whenever applicable)	HRPA
3.	Local work area/ Section/ Department	HRPA
4.	Human Rights	HRPA

5.	Anti-Corruption & Anti-Bribery	HRPA
6.	Employee Equal Opportunity	HRPA
7.	Environment, Health & Safety	Business Excellence & Safety

However, the matters relating to revision in wages & policies, and also cases where disciplinary proceedings are pending will be outside the purview of this grievance procedure.

PROCEDURE:

There will be a five-tier grievance procedure as detailed below:

Stage I (To be completed in 2 days)

- The aggrieved employee will orally present his/her grievance to his/her immediate Superior / Manager.
- Immediate Superior / Manager shall give verbal clarification to employee (may consult concern department if required).

Stage-II (To be completed in 5 days)

- If the aggrieved employee is not satisfied with verbal feedback at Stage-I, s/he may fill up the “Grievance Redressal Form” (Annex 1) and give to Unit Head/ Immediate Manager; and also keep a copy of this form for further reference.
- Unit Head/ Manager shall give verbal clarification to the employee (if required, consult HR) and submit the form with written response to Unit HR/ PA.

Stage-III (To be completed in 10 days)

- If the aggrieved employee is still not satisfied with Stage-II response, s/he may re-submit the “Grievance Redressal Form” to BU-HRPA/ Operation Head.
- BU-HRPA/ Operation Head will talk to the immediate manager and ask for clarification from him.
- BU-HRPA/ Operation Head shall decide and verbally communicate to employee.

Stage-IV (To be completed in 15 days)

- If the employee is still not satisfied with Stage-III, s/he may forward the copy of “Grievance Redressal Form” to BU or Business Head.
- BU or Business Head will talk to the Reviewing manager and ask for clarification.
- Decision shall be clarified to the employee; who will be provided written decision / clarification. A copy of the same shall be recorded forwarded to BU HRPA/ Corp HR with all background papers.

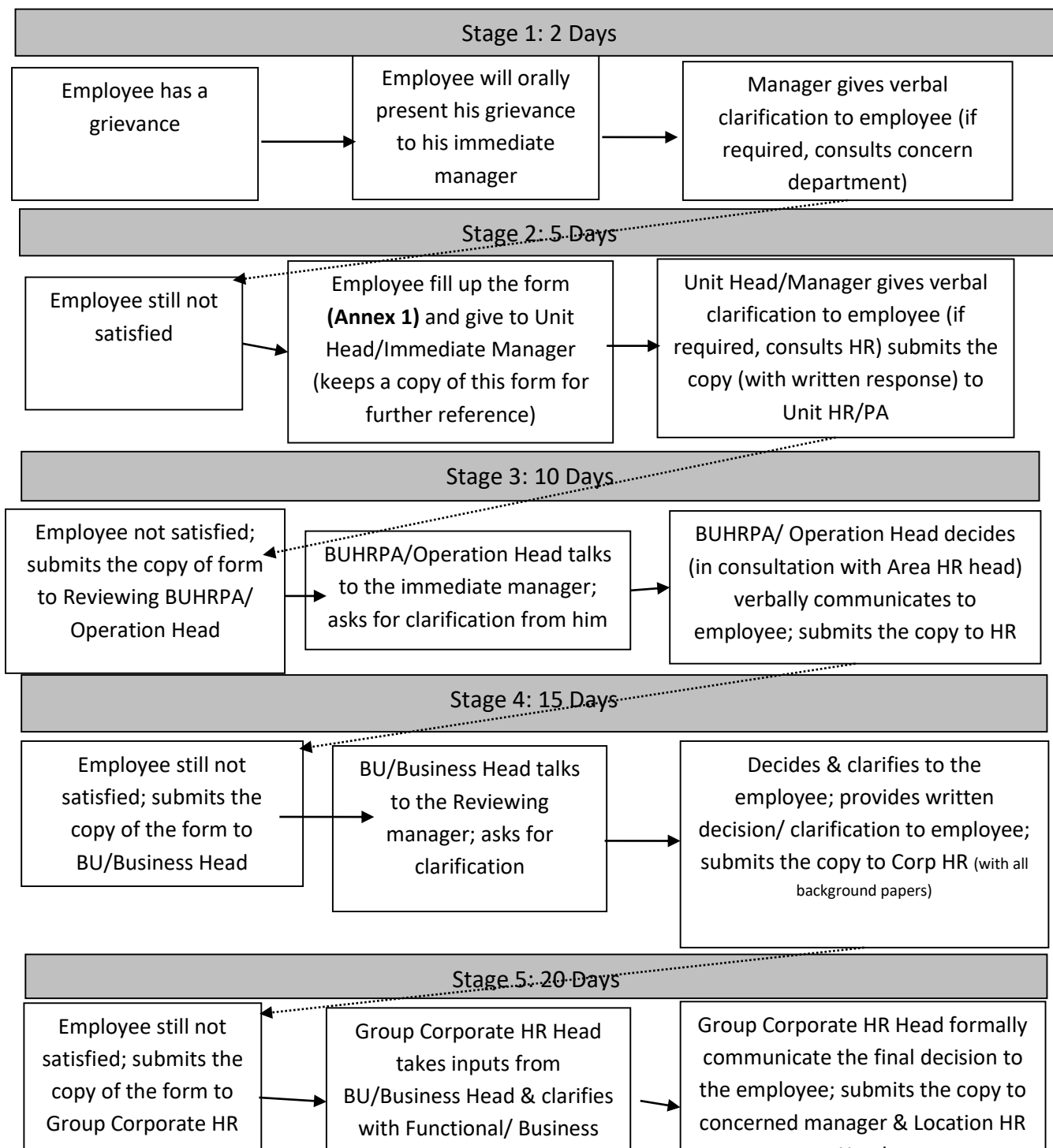
Stage-V (To be completed in 20 days)

- Employee not satisfied with Stage IV feedback may forwards his “Grievance Redressal Form” to Group Corporate HR
- Corporate HR head will take inputs from BU or Business Head/ Operation Head/ Unit Head/ Functional Head; and clarify with Functional/ Business Unit Head
- Corporate HR Head will formally communicate the final decision to the employee and submit the copy to all the concerned manager & Location HR head

GENERAL NOTES:

- The employee will escalate to the next higher stage only after the process at the earlier stage has been completed and s/he is not satisfied with the resolution.
- The Reporting / escalation will be as per the appraisal hierarchy.
- Grievance should not include any request related to change in company policies/ guidelines- as the company policies/ guidelines are formulated as per the needs of all the employees and the business- and are reviewed at appropriate time to choose that the most feasible and best possible options.
- For cases where the reviewing manager is the BU Head/ Business Head/ Corporate Function heads, employees can approach the Vice Chairman/ Chairman in case they are not satisfied by their reviewing managers/ HR clarifications/ responses.

FIVE STAGES GRIEVANCE REDRESSAL PROCESS



GRIEVANCE REDRESSAL FORM

HR	<input type="checkbox"/>	Administration	<input type="checkbox"/>	Own Department	<input type="checkbox"/>	E&HS	<input type="checkbox"/>	Any Other	<input type="checkbox"/>
Name:									
Employee ID:									
BU/ Business:			Unit:			Department/ Function:			
Designation:									

Have you spoken to your Manager (Please tick): Yes No

<u>Stage 1 (To be filled by Employee)</u>

Grievance in brief:	
Dated:	Signature of employee:

<u>Reporting manager's response to the employee</u>	
Date:	Signature of Reporting Manager

In case grievance is referred to higher levels, the reviewing manager/ concerned authority should give their respective comments in the space provided below:
Response Time: Stage-1: 2 days, Stage-2: 5 days, Stage-3: 10 days, Stage-4: 15 days, Stage-5: 20 days