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Grievance Procedure For Executives

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Title	Grievance Procedure For Executives
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2.3.1.0 Objectives :

1. To provide a formal channel for redressal of grievances of individual executives in their employment relationship.
2. To take all possible steps for redressal of grievances
3. To review and recommend action for minimizing such grievances in future.

2.3.2.0 Scope :

2.3.2.1 Executive employees in pay scales upto and including Rs.17,500-4%-22,300/- can invoke this procedure for redressal of their grievances. The procedure will cover all matters of employment relationship except the following:

- : General issues involving scale of pay, allowances, fringe benefits, etc.,
- : Disciplinary action taken under Conduct discipline and Appeal rules of the Company
- : Cases relating to vigilance and security.
- : Discharge or termination of services as per terms of employment contract,
- : Promotion policies of the Company.

2.3.2.2 Executive employees in the pay scale of Rs.18,500-4%-23,900/- and above will seek redressal of their grievances directly from heads of projects.

2.3.3.0 Procedure :

2.3.3.1 The aggrieved executive may take up his grievance orally with the Head of the Department. The Head of the Department concerned may consult HRD/Finance Department and other agencies as required and take steps for redressal of the grievance expeditiously.

- 2.3.3.2 If the aggrieved executive is not satisfied with the reply of the Head of the Department, he may submit his grievance formally to the General Manager/Head of the Unit in writing giving all relevant details of his grievance within 30 days from the occurrence of the cause of the grievance.
- 2.3.3.3 All the grievances of individual executives will be registered in a register to be maintained in the office of General Manager/Head of the Unit. After examination and consideration, the decision of the General Manager/Head of the Unit will be communicated to the aggrieved executive within a fortnight. The General Manager/Head of the Unit may give a personal hearing to the executive before disposing of the grievance.
- 2.3.3.4 On receipt of the reply from the General Manager /Head of the Unit, if the aggrieved employee is still not satisfied, he may make an appeal to the Chairman-cum-Managing Director giving all details of his grievance in writing.
- 2.3.3.5 The decision of the Chairman-cum-Managing Director will be communicated to the aggrieved executive within 30 days and will be final in the matter.
- 2.3.3.6 The decision on the grievance will be implemented expeditiously.