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Title	Grievance Procedure For Non-Executives
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#### 2.4.1.0 Objective:

With the object of providing workmen of the Company, a readily accessible machinery for prompt redressal of their day-to-day grievances, the management lays down the procedure and the machinery therefor, as specified herein.

#### 2.4.2.0 Scope :

Individual grievances involving matters like the following may be taken up under this procedure;

- Physical working conditions and welfare amenities,
- Allotment of quarters,
- Attendance,
- Payment of wages, allowances, overtime, increments, arrears etc.
- Recoveries from wages,
- Medical facilities,
- Seniority,
- Transfer,
- Leave,
- Promotion and acting in higher position.

2.4.2.1 Matters relating to collective bargaining/ disputes (involving groups), such as pay scales, allowances, bonus, hours of work and common benefits etc. and also cases relating to disciplinary matters will be outside the purview of this grievance procedure.

2.4.2.2 In case of any grievance arising out of discharge or dismissal of workmen this procedure shall not apply.

2.4.2.3 No grievance which is more than two months old shall be taken up under this procedure.

#### 2.4.3.0 Procedure:

2.4.3.1 An aggrieved employee may in the first instance meet his immediate superior officer and present his grievance orally to him. The immediate superior officer may consult other connected agencies required for the redressal of the grievance and try to settle it within 3 days.

#### 2.4.3.2.0 Stage I

2.4.3.2.1 In case, however, the employee is not satisfied, he may seek redressal formally through grievance procedure at stage-I for which he has to fill in Form-I giving details of his grievance, within 60 days from the occurrence of cause of the grievance to his Head of Department. On receipt of the grievance Stage-I, the Head of Department concerned will arrange to register in a register to be maintained in his office and take necessary steps for redressal of the grievance. In the process, he may consult the HRD/Finance Department and other connected agencies as required.

2.4.3.2.2 The Head of the Department, may also give a personal hearing to the employee and collect additional information, if any, required for redressal of the grievance.

2.4.3.2.3 The Head of the Department will arrange for a formal reply to the employee concerned within 7 (seven) days of receipt of the grievance under intimation to the Dy.Manager(HRD)/.Manager(HRD) concerned.

#### 2.4.3.3.0 Stage II:

2.4.3.3.1 In case the employee is still not satisfied with the reply received from the Head of the Department or he does not receive any reply within the stipulated period, he may take recourse to the grievance Stage-II by submitting Form-II to the Secretary, Grievance Committee, as notified in his unit, within 7 days from receipt of reply to stage-I or 15 days from the date of submission of Grievance Stage-I.

2.4.3.3.2 The Secretary, Grievance Committee shall register the grievance on behalf of the Grievance Committee and give an acknowledgment of the same to the aggrieved employee. He may collect relevant facts, and rules and guidelines on the subject of grievance from all sources concerned and prepare a detailed note for examination by the Grievance Committee referred to in para 2.4.4.0.

- 2.4.3.3.3 The employee concerned may be heard in person by the Grievance Committee if he likes. He may be allowed to be assisted by a co-employee of his Department/Unit before the Committee, if he so desires.
- 2.4.3.3.4 The Grievance Committee may seek assistance of the Head of the Department concerned and/or any other agency considered necessary for redressal of the grievance.
- 2.4.3.3.5 The decision of the Grievance Committee will be communicated to the aggrieved employee within 30 days of receipt of the grievance. In case of any delay in communicating the decision within the prescribed limit, the reason thereof shall be recorded in writing and the aggrieved employee shall be communicated of the delay.
- 2.4.3.3.6 If it is not possible for the Grievance Committee to arrive at a unanimous decision, the committee will make a reference of the grievance with record notes of the discussions/views, duly signed by the members of the committee, to the General Manager/Head of the Unit, who will decide the issue and send back his decision to the Secretary, Grievance Committee. The Secretary of the Grievance Committee will bring it to the notice of other members of the Committee and take steps for its implementation.
- 2.4.3.3.7 The decision of the Grievance Committee communicated to the aggrieved employee will be final subject to para 2.4.3.4.0 below.

**2.4.3.4.0 Stage III - Appeal:**

- 2.4.3.4.1 The aggrieved employee may prefer an appeal to the General Manager/Head of the Unit against the decision of the Grievance Committee within a period of 7 days from the date of receipt of the reply of the Grievance committee. The General Manager/Head of the Unit may consult the Corporate HRD/Finance Department, where necessary, and also give a personal hearing to the appellant before giving a decision. The decision of the General Manager/Head of the Unit, which will be final, will be communicated to the employee within one month from the date of receipt of the appeal.

**2.4.4.0 Constitution of Grievance Committee:**

- 2.4.4.1 The constitution of the committee will be as under:

- i) Chairman
- ii) Two representatives of management, and
- iii) Two representatives of the employees.

2.4.4.2 The chairman will be nominated by the management.

2.4.4.3 An officer of HRD Department nominated by the management will be the Secretary of the Committee. It will be his responsibility to arrange for the meetings of the Grievance Committee, keep the necessary records and take action on the decisions of the Committee.

**Representative of Workmen:**

2.4.4.4 If there is a recognised union, it will intimate two names and alternate names in order of priority for representation in the committee. The management will select the required number from amongst the names recommended by the recognised union.

2.4.4.5 If there is no recognised union, two of the more representative registered trade union, functioning in the establishment according to their membership in the establishment, shall be asked by the management to intimate two names each along with alternate names in order priority for representation in the committee. The management shall select the recommended names in such manner that each of the above mentioned two unions has at least one representative each on the committee.

2.4.4.6 In case of doubt as to which are the two more representative registered unions the matter may be decided in consultation with the conciliation Officer.

2.4.4.7 The life of the Committee shall be one year, the existing members, however, continuing to function on the Committee till the reconstitution of the fresh committee.

**2.4.5.0 Meetings:**

2.4.5.1 The Grievance Committee shall meet once in every fortnight or earlier, if necessary.

2.4.5.2 One member representing the management and one member representing the workmen besides the Chairman shall constitute the quorum for a meeting of the Committee.

**2.4.6.0 Miscellaneous:**

2.4.6.1 If the grievance arises out of an order given by the management/ superior officer, such order shall be complied with before the workman concerned invokes the procedure laid down herein. If, however there is a time lag between the issue of an order and its compliance, the grievance procedure may be invoked that the order nevertheless must be complied with, within the due date.

- 2.4.6.2 The aggrieved employee or any union on his behalf will not move for conciliation, adjudication or move any other Government machinery for intervention in the matter where an employee has taken up a grievance for redressal under this procedure until he has exhausted all the steps prescribed.
- 2.4.6.3 The aggrieved employee or his co-employee working within the organisation will be allowed to leave the Department by their superior on receipt of a call during the working hours if they are satisfied that the employees are required in connection with the proceedings of the Grievance Machinery. The time spent by the employee in this connection shall be treated as on duty.
- 2.4.6.4 No workman shall be harassed or victimised for having preferred a grievance to be processed under this procedure. Any complaint from a workman regarding harassment or victimisation may be made directly to the Sr. Manager(HRD).
- 2.4.6.5 Decision on the grievance dealt with under this procedure will be in accordance with the existing policy, rules, regulations and procedures of the Company.
- 2.4.6.6 It would be the endeavour of the management to ensure speedy implementation of the decision of the Grievance Committee and the General Manager of the Unit.

**2.4.7.0 Interpretations/Amendments:**

In the event of any doubt/dispute in regard to the interpretation of any of the aforesaid provisions, the decision of the Chairman-cum-Managing Director will be final and binding on all concerned. The Chairman-cum-Managing Director shall be empowered to amend/supplement/substitute this procedure and to issue any administrative instructions in pursuance thereof.

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NATIONAL ALUMINIUM COMPANY LIMITED

\_\_\_\_\_Division/Office

STAGE-I GRIEVANCE

(To be submitted to the Head of the Deptt. in duplicate)

Name : Pay Scale :  
Personal No : Department :  
Deptt. Code No : Section :  
Designation :  
Grievance & :  
reasons in brief :

Date:

Signature of employee

\_\_\_\_\_  
(For use of H.O.D)

Grievance No. :

Received on :

Whether interviewed the : Yes/No.  
employee

Sources & Result of :  
enquiry

Date:

Replied:

Signature of H.O.D.

FORM-II

NATIOANL ALUMINIUM COMPANY LIMITED

\_\_\_\_\_Division/Office

STAGE-II GRIEVANCE

(To be submitted to Secretary, Grievance Committee in duplicate)

Name : Pay Scale :

Personal No : Department :

Deptt. Code No : Section :

Designation:

Ref. No. of reply to Grievance Stage-I

Reasons for reference to stage-II

Date : Signature of employee

\_\_\_\_\_  
(For use of Secretary, Grievance Committee)

Grievance No : Received on :

Result of Stage-I Grievance :

Grievance put up in grievance Committee on :

Decision of the Grievance Committee :

Date :

Replied on :

Signature of Secretary, Grievance Committee