

EMPLOYEES GRIEVANCE PROCEDURE

Grievance Procedure for Group 'B', 'C' & 'D' Employees.

1.0 INTRODUCTION :

For the past some time, it has been noticed that in disguise of Union/Associations, employees of the company are writing letters to outside Agencies/ Authorities including high dignitaries and Political Leaders. This practice is considered to be against the code of conduct enshrined in the Service Rules of the employees. Therefore, it is advisable to the Employees to take precaution in this matter.

Notwithstanding, the company Management is sincerely concerned to the genuine grievances of the Employees as it believes that employees grievances are manifestation of their dissatisfaction against their working conditions, managerial decisions etc; if not promptly attended to, may cause frustration amongst the employees. Keeping this in view a formal grievance Machinery is introduced as under:-

2.0 OBJECTIVE :- The objectives of the grievances procedure will be:

- 2.1 to settle grievances of the employees in shortest possible time;
- 2.2 at lowest possible level of authority; and
- 2.3 to provide for various stages so that the aggrieved employees derive satisfaction of seeking redressal, if required, even from the highest level of the authority.

3.0 SCOPE :

The matters coming under the scope of this grievance procedure which can be invoked by aggrieved employee are those relating to:-

- - Wage Payment
- - Increment
- - Recoveries of dues
- - Working conditions
- - Leave
- - Allotment of quarters
- - Medical facilities
- - Seniority
- - Transfer
- - Promotion
- - Similar issues

The matters relating to collective dispute/bargaining such as wages; allowances, incentives and other benefits and also cases relating to disciplinary matters will be outside the purview of this grievance procedure.

4.0 PROCEDURE :

There will be a three tier grievance procedure with further provision of appeal, as detailed below:

4.1 Stage-I

4.1.1 An aggrieved employee may in the first instance meet his immediate superior officer and present the grievance orally to him.

4.1.2 In case he is not satisfied, he can present his grievance in the prescribed form (Form-I) to the concerned Sectional Head within 15 days from the date on which the act of grievance or complaint arose or came to his notice.

4.1.3 The concerned Sectional Head after making necessary enquires will give reply to the aggrieved employee within a time of 10 days.

4.2 Stage-II

4.2.1 In case the employee is not satisfied with the decision communicated to him at Stage-I or fails to receive the reply within stipulated period, he/she may submit his grievance in the prescribed form (Form-II) within a period of 15 days to the Head of Department for the latter's consideration.

4.2.2 The aggrieved employee who has filed a Stage-II grievance may be allowed to present his/her case in person, if he/she so desires at this stage.

4.2.3 The aggrieved employee will be replied to within three weeks of the receipt of his grievance at Stage-II.

4.3 Stage-III

4.3.1 At this stage, the grievance will be looked into by a Grievance Committee, to be constituted by the respective General Managers for the Power Plants and by Executive Director(HR) for Corporate office, consisting of the following:

An executive not below the rank of DGM	Chairman
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An executive of Finance & Accounts Department not below the rank of Dy.Manager	Member
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An executive of (HR)
Department not below the rank
of Asstt.Manager.

Secretary

- 4.3.2 If the employee is not satisfied or fails to receive a reply within stipulated period at Stage-II, he may present his grievance for consideration at Stage-III in the prescribed form (Form-III) within a period of one month. The employee concerned may be heard in person, by the Grievance Committee, if it so likes. He may be allowed to be assisted by a coworker before the Committee, if he so desires.
- 4.3.3 The Committee will meet at regular fixed intervals to deliberate upon all such grievances as are addressed to it. During the course of examination the Committee will be assisted, if required, by concerned employee to present facts/records pertaining to the grievance. In the event of difference of opinion among the members of the Grievance Committee, the views of the members along with relevant papers will be placed before ED(HR)/General Manager by the Secretary, Grievance Committee for a final decision.
- 4.3.4 The decision of the Grievance Committee will be communicated to the aggrieved employee within 30 days from the date of receipt of the grievance at Stage-III.
- 4.3.5 The Grievance Committee recommendations should be implemented by the Management.

In case of major issues like non-allotment of quarters, grievances arising out of non-promotion etc. a higher time limit of one month from the date of occurrence of the cause of grievance will be allowed and the aggrieved employee will also be allowed to take up the matter at Stage-III directly.

4.4 Appeal

- 4.4.1 In case the employee still remains dissatisfied even after Stage-III, he may appeal to the Executive Director(HR)/ General Manager of the Plant within a period of 10 days from the date of receipt of the decision from the Grievance Committee. After the examination and consideration, the decision of the Executive Director (HR)/General Manager will be communicated to the aggrieved employee within a month of the receipt of his appeal.

5.0 GENERAL :

It would be the endeavor of the Management to ensure speedy implementation of the decision of the Grievance Committee and the General Manager of the plants, as the case may be.

**INDRAPRASTHA POWER GENERATION CO.LTD
&
PRAGATI POWER CORPORATION LIMITED**

FORM-I

STAGE-I GRIEVANCE

(To be submitted to HR Officer in duplicate)

Name : Pay Scale :
Employee No : Department :
Deptt. Code No. :
Designation : Section :
Grievance & Reason:
In brief

Dated : Signature of employee

(For the use of HR Officer)

Grievance No. : Received on:
Whether interviewed : Yes/No the
employee
Sources & Results, of :
enquiry

Dated : Signature of HR Officer

Replied on

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FORM-II

STAGE-II GRIEVANCE

(To be submitted to Head of Department in duplicate)

Name : Pay Scale :

Employee No : Department :

Deptt. Code No. : Section :

Designation :

Ref. No. of Reply to :
Grievance Stage-I

Reasons for appeal :

Dated : signature of employee

(For the use of Head of Department)

Grievance No. : Received on:

Whether interviewed : Yes/No the
The employee

Sources & Results, of :
enquiry

Dated : Signature of Head of Department

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FORM – III

STAGE-III GRIEVANCE

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

Name : Pay Scale :
Employee No. : Department :
Deptt. Code No. : Section :
Designation :
Ref. No. of Reply to:
Grievance Stage-II
Reasons of appeal :

Dated : _____ Signature of employee _____

(For use of Secretary, Grievance Committee)

Grievance No. : Received on

Result of Stage-I :
Grievance .

Result of Stage-II :
Grievance

Grievance put up in
Grievance
Committee on

Decision of Grievance
Committee

Dated: _____ Signature of Secretary Grievance Committee

Replied on:

