

CORPORATE HUMAN RESOURCE POLICY	Policy No. : PL-CHR-003/02	Effective from : 05.05.2024
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TITLE: GRIEVANCE HANDLING POLICY		

I. PURPOSE:

The purpose of the policy is:

- To promote positive discipline and improved work place relationship and
- To redress the grievances of employees in a very systematic manner leading better harmony and goodwill amongst various section of employees

II. APPLICABILITY

Applicable to all the permanent employees working in MSN Group of companies.

III. ACTIVITIES THAT CONSTITUTE GRIEVANCE:

Any matter related to work or action of employees that effect individual or group of individuals affecting workplace relationship and morale. The following are constituted as grievance.

- Issues related to benefits receivable and not received
- Issues related to facility, housekeeping, canteen and other welfare amenities.
- Safety related issues.
- Issues related to Employee Relations (application and interpretation of existing policies, communication etc.).
- Work related aspects such as providing resources, tools etc.

IV. ACTIVITIES DOES NOT CONSTITUTE GRIEVANCE:

- Matters related to Salary corrections, increments, promotions, transfer etc. where employer is required to opt for discretion.
- Discipline related issues.
- Matter related to collective bargaining.
- Matter involving criminal action.

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V. PROCEDURE TO BE ADOPTED FOR ADDRESSING THE GRIEVANCE:

- Employee shall try to resolve the grievance at their workplace. In case, if it is not addressed, the employee can raise a written grievance within the area mentioned herein as "Activities that constitute grievance" with his immediate supervisor, giving details of grievance.
- The supervisor, in consultation with his immediate in charge and Head of the department shall resolve / escalate all grievances and give a feed back within three (3) working days to the aggrieved employee.
- Employee, not satisfied with the decision of the supervisor, can escalate the matter to the next level through Location HR who will act as a coordinator for constitution a committee as per the policy and organizing meeting(s) of Unit Level Grievance handling committee as and when require to and address the grievances received.
- Employee, not satisfied with the decision of the Unit level grievance handling committee, can escalate the matter to the Division Level grievance Handling committee through Location HR.
- Division Level Grievance handling committee shall meet on as and when required to discuss and decide the grievances received from location. Location HR will present the grievances.
- Employee, not satisfied with the decision of the Division level grievance handling committee, can escalate the matter to the Apex Level grievance Handling committee through Division HR Head.
- The Apex Level committee will review the grievance, decisions given on the same by various committees and give its verdict. The committee can call any other person to understand the issue. The committee shall meet as and when required to review the cases. The Divisional HR Head will coordinate for conducting the meeting.
- The respective coordinating HR will be responsible for maintaining required documentation, monitoring developments, arranging reviews, required follow up and communicating the decisions.



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- All the committees are expected to thoroughly investigate the complaint.
- The details of the discussion and investigation conducted shall be recorded in the minute's book, maintained by the respective HR, who is coordinating with the committee member
- The course of action adopted by the committee for addressing the grievance shall have to be in accordance with the principles of natural justice
- All grievances shall have to be closed within stipulated time from the date of receipt of complaint, unless otherwise required by the process. All such requirements shall have to be noted down in the minute's book.
- All escalations of grievances to the next level must have the reason for not resolving the issues
- The decision of the Apex level committee shall be final and binding.

VI. GRIEVANCE REDRESSAL COMMITTEE:

The following committees will be formed to address the grievances that are raised to ensure faster disposal. The committee will come into the scope only when the first two levels are unable to redress the same.

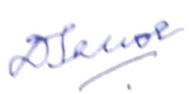
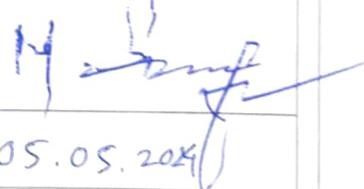
a) Unit Level Grievance handling committee

- Committee consist of representative of Staff, Executive, HOD of the aggrieved employee, Location HR head and location Head. The committee member will be decided by respective Location Head or his nominee.
- The committee will meet as and when required to address the grievances raised. Location HR will be the coordinating officer and communicate the development / decisions
- The committee will be comprised of 6 members . which includes 2-staffs, 1-executive, 1-HR and 2-line management personnel.

b) Division Level Grievance handling committee

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- The committee consists of Business Unit (BU) HR Heads, Cluster Heads or his nominee, Location HR and Location Head of the aggrieved employee.
 - The Location HR head will be the coordinating officer and will present all the grievances that are received for redressal.
 - The committee shall meet as and when required to discuss about grievances received
- c) Apex Level Grievance handling committee
- Committee consists of group HR Head, Operation/Functional Head and Divisional/Functional HR Head.
 - The committee can call any other person to understand the issue. The committee shall interact to the relevant stakeholders to review the cases and examine the facts/details as and when required
 - All grievances will be presented by the respective Divisional HR Head, who will be coordinating officer
 - The status report will be presented by BU HR head, giving details of grievance(s) yet to be addressed with the reasons for not closing.

--	Prepared by	Checked by	Approved by
Sign			
Date	05.05.2024	05.05.2024	05.05.2024
Name	Dibya Jyoti Takoe	S Padmanabhan	Dr MSN Reddy
Department	Human Resource	Human Resource	Chairman and Managing Director