

	Conflict/Dispute Resolution Policy	Document No.	MECPL/Policy/ HR/ 02
		Rev. No.	00
		Rev. Date	01-12-2016

This Policy shall be called “**MECPL Conflict/ Dispute Resolution Policy**”. The company reserves the right to cancel or amend all or any part of Policy and issue supplementary rules at any stage.

OBJECTIVE:

Objective of this policy is to resolve/ eliminate any kind of conflict, disputes, grievance between employees or among employees and maintain harmonious relation.

APPLICABILITY:

This policy is applicable to all employees at all level.

PROCESS :

Informal conflict/ dispute resolution and complaint procedures

1. Employees who experience a work related conflict or who have a complaint should first attempt to discuss the matter with their supervisor/ Department Head. Responsibility of Line Supervisor / Department Head is to resolve the matter/issue and parallel inform to HR in this respect (compulsory).
2. In some situations this may be difficult or inappropriate. In these cases, the employee may request a meeting with the next level of management to discuss the problem. The next level of management will discuss the conflict/ dispute/grievance in presence of HR representative.
3. The next level of management along with HR representative will analyse the merits of the conflict resolution request or complaint, and within three to five working days will meet with the employee to inform the employee of the proposed plan of action.
4. If the employee is not satisfied with the informal resolution of the problem, he or she may proceed informally to the next level of management or proceed with the formal problem resolution process.

Formal conflict/ dispute resolution and complaint process

1. Employees who have a complaint or require management intervention in relation to a work related conflict and wish to initiate the formal problem resolution process must prepare written documentation, with supporting details, of the conflict situation or complaint and submit it to Corp Head-HR .
2. The Corp Head-HR will investigate the merits of the conflict resolution request or complaint. The Corp Head-HR will consult/meet/investigate within their department and other relevant individuals, if necessary.

	Conflict/Dispute Resolution Policy	Document No.	MECPL/Policy/ HR/ 02
		Rev. No.	00
		Rev. Date	01-12-2016

3. Within fix working days of receiving the conflict resolution request or complaint, the HR will complete the investigation and will discuss the complete issue / investigation with Senior Management/ Top Management and prepare a detailed investigation report. After making this report Corp Head-HR will again discussed with Senior Management/ Top management.
4. Now HR will call the concerned employee, share the complete investigation report and take the formal consent by getting signed with date on investigation report, the HR will keep the signed WS in the employee's personnel file.



Mitesh Gera

COO