

 <i>eminence with excellence...</i>	<h2 style="margin: 0;">Grievance Redressal</h2>	Document No.	MECPL/Policy/ HR/ 01
		Rev. No.	00
		Rev. Date	01-12-2016

This Mechanism shall be called “**MECPL Grievance Redressal Mechanism**”. The company reserves the right to cancel or amend all or any part of Mechanism and issue supplementary rules at any stage.

Objective :

To make cordial relations and for better industrial relations it is Proposed by the management that a grievance committee for floor management and also to affect redressal of the grievances of the working class at a quick interval.

- To promote the philosophy of mutual trust and good faith amongst the workforce and the management on the floor.
- To have proposals for creating environment of trust and faith at the workplace.
- To achieve better cordial relations.
- To demolish ill feeling and to have better redressal of all feeling like to cause grievances.
- To provide easily accessible machinery for swift settlement of grievances thereby leading to increase satisfaction.
- To do all such acts with the objectives of better results of mutual understanding resulting in enhanced efficiency and productivity.

Applicability :

It is applicable to all employees

Constitution of the committee:

It is proposed that a committee shall be constituted for the purpose devolving the mechanism for redressal of grievances. The committee will be known as “**Grievance Redressal Committee**”. For effective working of the committee equal no of members shall represent the management and the workmen. The representatives of both the parties shall hail from different departments of the organization and shall not be more than four members from each side.

Qualification of a member :

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The committee can be constituted of the members notified by the management and the workmen of the organization. A person can be so nominated provided he fulfills the following qualification

- He is above the age of 18 years and
- He is a person employed & having minimum 02 years of experience in Maxop
- He is holding good health and declared medically fit and
- He doesn't have any criminal record and
- He has not been placed under suspension, involved in any misconduct or has been held guilty of the misconduct

Officer of the committee:

To facilitate the functioning of the committee a person from HR Department of the company shall be notified as facilitator. However the nominated members from amongst the employer and from amongst the employees will nominate their own Chairman & Co-chairman of the Committee. The Co Chairman's will coordinate with the facilitator for the functioning of the committee.

The facilitator will keep record of the minutes of the meeting and will provide the accommodation with the consultation of the management or holding the meeting. The facilitator will put up the agenda of the functions of the meeting for a particular day with prior concurrence of the Chairman & Co-chairman.

Power to Co-opt:

The committee shall have a right to co-opt a member for a particular meeting in respect of the particular work/issue/grievance of the committee provided the said member has any relevancy or special knowledge for a particular manner. This co – option can be carried out by the facilitator with the consent of the Chairman/ Co-chairmen.

Scope and Functions of the Committee:

The committee constituted for redressal of the grievances will scrutinize the agenda coming within the parameters of the committee.

- Day to day functioning mechanism and proposed improvement there of
- To improve the working environment with good feelings and for the betterment of the setup;
- All such other dispute, the “grievance redressal committee” shall be competent authority to decide whether a particular representation can be constituted as a grievance.

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Procedure :

The aggrieved employee may present his/her grievance verbally his/her immediate superior/a person nominated by the Management. The superior shall give a reply to the aggrieved employee within two days of receiving the grievance. If the employee is not satisfied with the verbal reply of the immediate superior, he/she may submit the grievance verbally to his/her HOD within three to four days of receiving or non-receiving of reply as the case may be. HOD shall give reply to aggrieved employee within three working days.

If aggrieved employee is not satisfied with the decision communicated to him by the Department Head or fail to receive any reply within the stipulated time, he/ she may represent his/her grievance to “Grievance Redressal Committee” within six working day of receiving or non-receiving of the reply as the case may be. . The committee will record the grievance in a Grievance Committee register which will be maintained by the HR Department in the format. The committee will take a decision and intimate the aggrieved employee within twenty days of the receipt of the grievance.

Appeal : If the employee is not satisfied with the decision of “Grievance Redressal Committee” or fails to receive any reply within the stipulated period, he/she has the option to appeal to the Managing Director indicating the reasons therein for his/her non- satisfaction, within 5 working days of receiving or non-receiving of the reply as the case may be. The Decision of MD on Such appeals will be communicated to the employee within 30 days of the receipt of the appeal.

Meetings Frequency:

The “Committee” (Grievance Redressal Committee) will meet once in a month to discuss concern as per scope & functions.

A emergent meeting can also be called by facilitator after discussion with Chairman/Co-chairman for discussion on Grievance (considering the gravity/severity of Grievance).



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COO