

INDIAN PORT RAIL & ROPEWAY CORPORATION LIMITED GRIEVANCE REDRESSAL POLICY AND PROCEDURE

1. Objective

The objective of the grievance redressal procedure is to provide an easily accessible machinery for settlement of grievances and to adopt measures in Indian Port Rail & Ropeway Corporation Limited (IPRCL) as would ensure expeditious settlement of grievances of all employees (Officers and Non-Officers) leading to increased satisfaction on the job and resulting in improved productivity and efficiency of the organization.

2. Applicability

The scheme will cover all employees & Staff of IPRCL up to the level of E7.(as E8 position is considered as below Board Level in IPRCL)

3. Grievance

'Grievance' for the purpose of this scheme would only mean a grievance relating to any individual employee arising out of the implementation of the policies / rules or decisions of the Management at IPRCL.

It can include matters of an individual nature relating to leave, salary payment, recovery of dues, pay fixation, increment, working conditions, allotment of residential quarters, transfer, acting arrangements, non-extension of benefits under rules, interpretation of Service Rules etc.

Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure:

- a. Annual performance appraisals / Confidential Reports
- b. Promotions including DPC's minutes and decisions
- c. Matters relating to disciplinary action / enquiry and vigilance cases
- d. Where the grievance does not relate to an individual employee and
- e. Cases relating to vigilance, security, or grievances arising out of discharge or dismissal or termination from service

Grievances pertaining to or arising out of disciplinary action or appeal against such action shall be channeled to the competent authority as laid down under the Conduct, Discipline and Appeal Rules of the organization and in such cases the grievance redressal procedure will not apply.

4. Procedure for handling grievances

Subject to the above provisions, individual grievances of employees shall henceforth be processed and dealt within the following manner:

4.1 Stage 1: An aggrieved employee shall take up his grievance(s) orally with his immediate superior (not below the level of E4) who will give a personal hearing and try to resolve the

grievance(s) at his level within a week. Wherever necessary, the immediate superior will consult the Head of the Department before communicating back with the aggrieved employee.

4.2 **Stage 2:** If the grievance is not satisfactorily redressed, the aggrieved employee may submit his grievance in writing (Annexure 1) to the Head of the Department (HoD) concerned. The HoD will record his comments on the representation within seven days of receiving the representation from the aggrieved employee after making necessary enquiries /obtaining comments from other departments, if required. If the aggrieved employee desires to present his case personally before the HoD, he shall be given an opportunity to do so before the HoD takes a decision on the grievance.

4.3 **Stage 3:** If the grievance is not satisfactorily redressed by the HoD or if a response is not provided by the HoD within the stipulated period, the aggrieved employee may submit his grievance in writing to the Grievance Redressal Committee (Annexure 2). If the aggrieved employee desires to present his case personally before the Grievance Redressal Committee, he shall be given an opportunity to do so before the Committee takes a decision on the grievance. The decision of the Grievance Redressal Committee will be conveyed within one month to the aggrieved employee.

4.4 **Stage 4:** If the aggrieved staff member/officer is not satisfied with the decision of the Grievance Redressal Committee, he may submit his grievance to the MD (Annexure 3). If the aggrieved employee desires to present his case personally before the MD, he shall be given an opportunity to do so before the MD takes a decision on the grievance. The decision of the MD will be final and binding on the aggrieved employee and the management. The decision of the MD shall be conveyed within one month of receipt of grievance, to the aggrieved employee.

4.5 Grievances in respect of the following two categories of officers will not fall within the purview of the Grievance Redressal Committee. In their case, the procedure will be as under:

- i. In the case of officers who are one level below the Board, the individual grievance may be taken up with the concerned Director.
- ii. Officers reporting directly to the MD may approach him for resolving their grievances.

5. Composition of Committees

5.1 Grievance Redressal Committee:

Sl.	Designation	Role on Committee
1	A Director level Officer nominated by the MD	Chairman
2	Head of Department concerned (Not below the rank of GM)	Member
3 & 4	Two Representative from other departments (Not below the rank of DGM)	Members
5	Company Secretary (CS)	Secretary and Coordinator

Annexure 1: Format for submission of grievance to HoD

Employee Name	
Employee No	
Department / Division	
Grievance in brief	
Submitted to	
Date	
Signature	

For Office Use Only (2 Copies – One for records; One for employee)

Grievance Number	
Received On (Date)	
Discussed on <i>(if requested by the employee)</i>	
Details of Action Taken <i>(after discussion)</i>	
Date of reply to employee	
Additional information (if any) to be provided on separate sheet	
Grievance Number	

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Annexure 2: Format for submission of grievance to Grievance Redressal Committee

Employee Name	
Employee No	
Department / Division	
Grievance in brief	
Reason for appeal	
Submitted to	
Date	
Signature	

For Office Use Only (2 Copies – One for records; One for employee)

Grievance Number	
Received On (Date)	
Discussed on <i>(if requested by the employee)</i>	
Details of Action Taken <i>(after discussion)</i>	
Date of reply to employee	

Additional information (if any) to be provided on separate sheet	
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Annexure 3: Format for submission of grievance to MD

Employee Name	
Employee No	
Department / Division	
Grievance in brief	
Reason for appeal	
Submitted to	
Date	
Signature	

For Office Use Only (2 Copies – One for records; One for employee)

Grievance Number	
Received On (Date)	
Discussed on <i>(if requested by the employee)</i>	
Details of Action Taken <i>(after discussion)</i>	
Date of reply to employee	

Additional information (if any) to be provided on separate sheet	