

Bharat
RASAYAN LIMITED

UNIT-I

UNIT-II

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GRIEVANCE REDRESSAL MECHANISMS FOR EMPLOYEES AND WORKERS

Introduction:

The Grievance Redressal Mechanisms outlined below are designed to provide a fair and transparent process for employees and workers to address and resolve their concerns, complaints, or grievances in the workplace. These mechanisms aim to create a supportive environment where employees and workers feel comfortable expressing their grievances and have confidence that their concerns will be addressed promptly and impartially.

Policy Statement:

The organization is committed to maintaining a healthy work environment and believes in resolving grievances in a timely and effective manner. This policy establishes a structured process to address and redress grievances raised by employees and workers.

Definitions:

- a) Grievance: Any dissatisfaction, complaint, or feeling of injustice expressed by an employee or worker regarding their employment, working conditions, or any related matter.
- b) Grievant: The employee or worker who raises the grievance.

Principles:

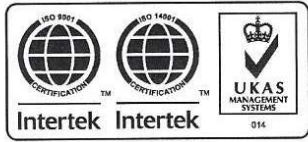
The Grievance Redressal Mechanisms will adhere to the following principles:

- a) Confidentiality: All information related to the grievance will be treated with strict confidentiality to protect the privacy of the parties involved.
- b) Impartiality: The grievance will be handled objectively and without bias, ensuring fair treatment of all parties involved.
- c) Timeliness: Grievances will be addressed promptly and resolved within a reasonable time frame.
- d) Procedural Fairness: The grievant will be provided with an opportunity to present their case and be heard during the process.
- e) No Retaliation: No retaliation or victimization will be tolerated against any employee or worker for raising a grievance in good faith.

Grievance Redressal Process:

a) Informal Resolution:

- i) The grievant should, in the first instance, attempt to resolve the grievance informally by discussing the matter with their immediate supervisor or manager.
- ii) The supervisor or manager should listen to the grievant concerns attentively, provide necessary guidance, and work towards an informal resolution.
- iii) If the grievance is resolved at this stage, no further action is required. However, if the grievance remains unresolved or if the grievant is uncomfortable approaching their supervisor, they may proceed to the formal resolution process.



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b) Formal Resolution:

- i) The grievant should submit a written complaint, detailing the grievance, to the Human Resources (HR) department.
- ii) The HR department will acknowledge receipt of the complaint and initiate an investigation within a specified timeframe.
- iii) The investigation may involve gathering relevant information, conducting interviews with the grievant and other involved parties, and reviewing any supporting documentation.
- iv) Based on the findings of the investigation, the HR department will make a recommendation for resolution to the appropriate authority.
- v) The appropriate authority, such as a Grievance Redressal Committee, will review the recommendation and make a final decision.
- vi) The decision will be communicated in writing to the grievant, along with any actions or remedies to be taken.

Grievance Redressal Committee:

- a) Composition: The Grievance Redressal Committee will consist of members who are impartial and not directly involved in the grievance.

b) Responsibilities:

- i) Receive and review formal complaints from the HR department.
- ii) Conduct a fair and impartial review of the grievance, ensuring that all parties are heard.
- iii) Make recommendations for resolution based on the findings of the investigation.
- iv) Ensure compliance with the organization's policies, procedures, and legal requirements.

c) Decision-making:

The Grievance Redressal Committee's decisions will be based on a majority vote of its members, and the committee will maintain records of its proceedings and decisions.

Record-Keeping:

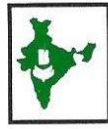
All grievances, their resolution, and related documentation will be maintained in a confidential and secure manner. Such records will be retained for a specified period as per organizational policy and legal requirements.

Training and Awareness:

The organization will provide training and awareness programs to employees and workers about the Grievance Redressal Mechanisms, ensuring they understand their rights, responsibilities, and the process to raise grievances.

Review and Continuous Improvement:

The Grievance Redressal Mechanisms will be periodically reviewed to ensure their effectiveness and make necessary improvements based on feedback and changing needs.



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Non-Retaliation:

The organization will ensure that no employee or worker faces any form of retaliation for utilizing the Grievance Redressal Mechanisms or participating in the resolution process. Any act of retaliation will be treated as a separate grievance and will be addressed accordingly.