

Uniparts India Limited
HR Policy



SUBJECT: GRIEVANCE HANDLING PROCEDURE FOR PERMANENT EMPLOYEES

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This Policy supersedes all previous policies implemented dated 01-01-2013 or before

1. OBJECTIVE:

This Grievance procedure aims at redressal of individual grievance of employee through a defined process.

2. PURPOSE:

To provide a Grievance mechanism for employee against individual disputes and grievance.

3. ELIGIBILITY:

All Permanent Employee of the Company are eligible for Grievance redressal.

4. DEFINITIONS:

4.1 Grievance Redressal Committee: Shall be a committee having equal representation from the management and the employee/employee-Union.

GRC shall be responsible for taking a collective decision on the grievance, formally raised to it, by an aggrieved employee. The committee shall be formed as per the guidelines under **Annexure -1**.

4.2 Appellate Authority: Shall be a three-member committee to be constituted at Head Office level. Following will be the member of the authority.

a) Group Chief People Officer. b) Group Chief Financial Officer c) Head- Corp. Strategy.

4.3 Employee: "Employee" means/ covers all the Permanent employee employed in the establishment to do any skilled, Semi-skilled or unskilled, manual, technical or clerical job and whose names are included in the Unit/Establishment's Muster Rolls and Records.

4.4 Grievance: A grievance is defined as the sense of resentment or antipathy typically arising out of a feeling of being wronged and as an expression of discontent made to an organization in relation to the services rendered by it and related to its products, where a certain standard is explicitly or implicitly expected. A grievance is thus any sort of dissatisfaction, which needs to be redressed. It can also be said that a grievance is any discontent which is harboured by an individual employee with any aspect of the organization wherein he/she is employed. It can be real or imaginary, legitimate or ridiculous, rated or unvoiced, written or oral, it must however, find expression in some form of the other in order to facilitate

the smooth functioning of the individual in the organization and of the organization as a whole. Discontent or dissatisfaction per se cannot be said to be a grievance. Such discontent initially finds expression in the form of a complaint. When a complaint of this nature remains unattended to and the employee concerned feels a sense of lack of justice and fairness, the dissatisfaction grows and assumes the status of grievance.

5. POLICY:

5.1 Process Owner

Respective **Unit HR Head** will be the process owner for this procedure to ensure that the process is consistent, transparent and reflect fair treatment for all. Respective Unit HR Head will have the responsibility to drive the process at their respective Units and send update to GCPO/Corporate HR for review.

5.2 Procedure Description

Whenever any employee has a grievance and intends to seek the redressal of his grievance, He/she shall follow the below mentioned steps:

A. STAGE 1

If the employee has a grievance, he/she shall raise grievance to Section/Shift-in-Charge unless Section/Shift-in-Charge himself/herself is respondent to the grievance, if so, the aggrieved employee shall discuss the grievance with next in line of authority. Both sides shall make all efforts to resolve the grievance by informal discussions and register the comments in Grievance Redressal Register-I (**Annexure-2**) available with Unit HR Head.

B. STAGE 2

If the grievance is not resolved within 3 working days from the date of grievance raised, then aggrieved employee may take his grievance to the Head of Department/Unit Head with the reason for reconsideration of case, who shall try to provide a solution within 3 working days from the date of receiving the Grievance matter and register the comments in Grievance Redressal Register-II (**Annexure-3**) available with Unit HR Head.

C. STAGE 3

- a. If the grievance is not resolved within the stipulated time, then aggrieved employee may register a formal written grievance/ complaint with the Grievance Redressal Committee (hereinafter referred to as GRC) via Grievance Application Form, GR-I (**Annexure-5**). The GRC, in turn, shall conduct a meeting at earliest possible time after the receipt of Grievance application form.
- b. GRC shall maintain record of each grievance received in Grievance Redressal Register-III (**Annexure-4**) as a record for future.

- c. The GRC shall hear the AGGRIEVED Employee and record a formal case in Process Document GR-II (**Annexure-6**).
- d. As far as possible, the GRC shall try to reach to a decision unanimously; in case there is no unanimity in the GRC, then the decision shall be taken by majority vote; if the GRC is equally divided on the decision, then the decision of the chairperson of the GRC shall be deemed as final.
- e. The decision on the grievance shall be communicated to the aggrieved employee via Action taken report GR III (**Annexure-7**) within 7 days of raising the grievance with the GRC. If the grievance is resolved as per the satisfaction of the aggrieved employee, an acknowledgement shall be taken from him on the Process Document and the same shall be sent to the Plant Head- HR for filing of closure report. If the GRC fails to redress the grievance within stipulated time or in case of aggrieved employee is not satisfied by the decision of the GRC, he/she can file grievance application to the Appellate Authority as the next step.

D. STAGE 4

Appellate Authority, after receipt of the grievance application, may call for all process related records/documents from the GRC. The decision by the authority shall be taken and communicated to the aggrieved employee within 15 days and the same shall be final and binding on all the parties concerned. An acknowledgement shall be taken from the aggrieved employee and shall be sent to the Unit HR Head for filing of closure report.

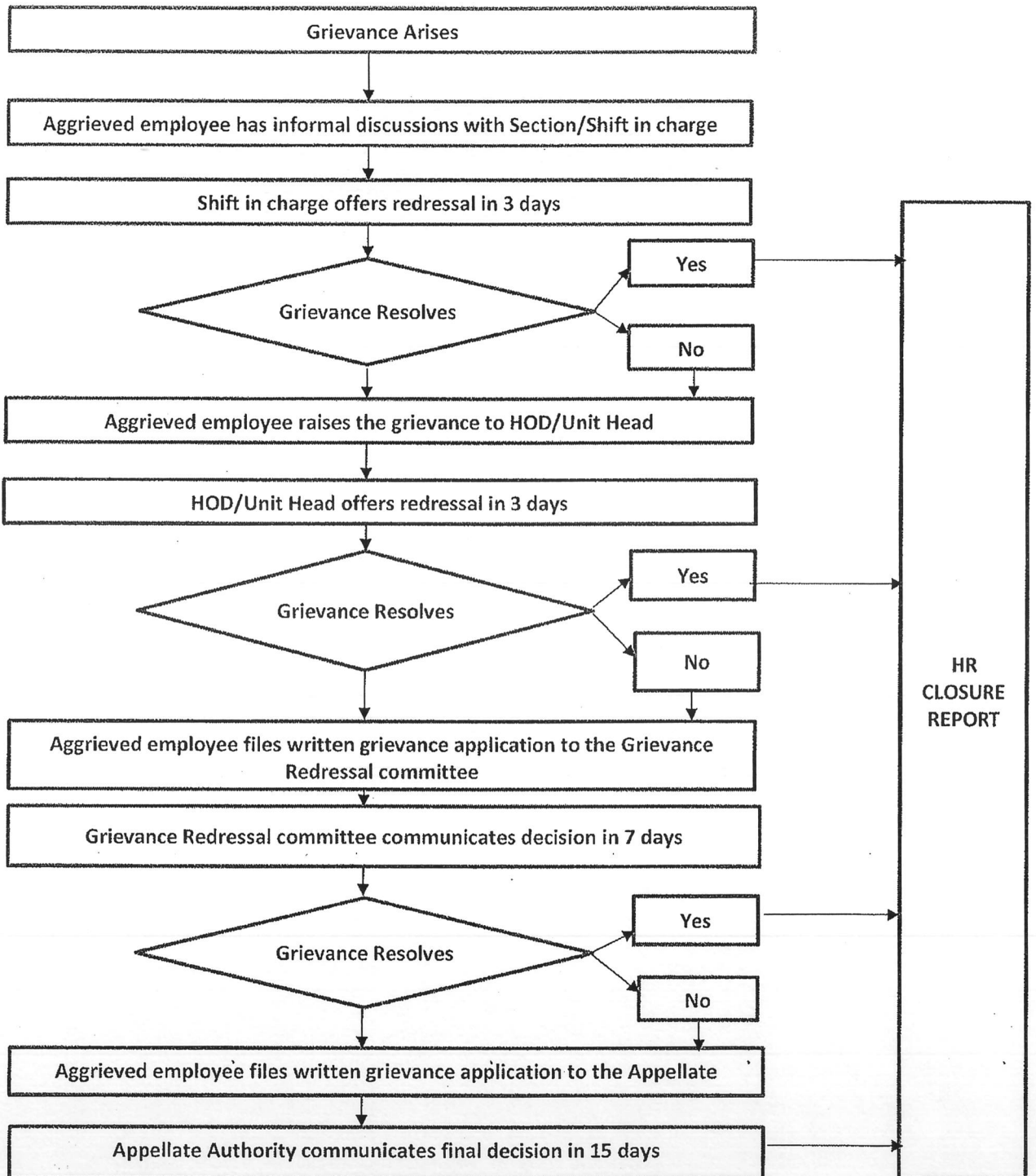
Notes:

- a. Emails/letters/Anonymous complaints will also be accepted and closed with best intentions of GRC/Appellate Authority after resolution. No action will be attributable against the grieved employee as a result of subjected grievance.
- b. There shall be a time limit within which an appeal shall be taken from one step to the other. For the purpose, the aggrieved employee shall, within 72 Hrs. of the receipt of the decision at one stage (or if no decision is received, on the expiry of the stipulated period), file his appeal with the authority at the next higher stage, should he feel inclined to appeal.
- c. In calculating the various time intervals under the above clause, Holidays/Weekly-Off's shall not be reckoned.
- d. If, however, there is any complaint against any individual member of the GRC, who is nominated by the management to handle a grievance at the lower level, the employee may take up his grievance at the next higher stage.
- e. This mechanism does not substitute for grievance mechanisms provide through collective agreements, which remain accessible to employees wherever applicable.
- f. Employee have the right to be accompanied and/or represented by a colleague or official of a labor union at that meeting if he/she chooses to do so.

- g. The employee as well as the accompanying colleagues or official of a labor union shall maintain full confidentiality of the complaint, complainant, proceedings, as well as findings, and any breach will be considered as misconduct.
- h. The formats and procedures shall be made aware and available to all employees in the local vernacular language as applicable.
- i. Grievances redressal arising due to sexual harassment at workplace will be dealt by a separate policy on "prevention and Redressal of Sexual harassment at Workplace".
- j. Pages of Grievances Redressal Register-I/ II/ III will be numbered. These registers will be kept in the custody of Unit HR Head. To maintain confidentiality only one complaint will be entered on each page of the registers.

5.3 The management has the authority to review, modify and withdraw this policy at its own discretion.

Process Flow - Grievance Redressal Mechanism



6. FORMATION OF THE GRIEVANCE REDRESSAL COMMITTEE

6.1 Number of members and representation to the GRC: The number of members constituting the GRC shall be fixed so as to have an equal representation from the management and the employees. The total number of members shall not exceed four.

6.2 Office Bearers of the GRC: The GRC shall have among its office Bearers one Chairperson and three members.

6.3 Chairperson of the GRC: Shall be nominated by the selection committee comprising of Unit Head & Finance & Account Head.

6.4 Office Bearers representing the management in the GRC: Unit HR Head shall be the permanent representative of the management in the GRC apart from GRC Chairman.

6.5 Procedure for the Selection of office Bearers representing workman in the GRC

A) Selection Committee: Shall be a panel consisting of **Unit Head & Finance & Account Head.**

B) Nomination of the Candidates: Union (As per applicability) shall nominate 2 representatives of employee on the committee. If there is no union then the Selection Committee shall fix a date for filing of nominations. Candidates seeking to represent the Employee in the GRC shall file a self –nomination via Form, GR-IV (**Annexure-8**) before the closing date for receiving the nominations. In nomination forms, the candidates shall present a case in support of their candidature to the membership of the GRS.

C) Selection of the Office Bearers: After screening all the nomination forms, the selection committee shall conduct interview of the candidates. Office Bearers representing the Employee in the GRC shall be selected from the candidates based on the following criteria:

- Employment records
- Acceptability among majority of the Employee.
- No disciplinary action
- Aptitude and keenness in carrying out the function of the GRC.
- Where the numbers of female Employee exceed 10% of the total strength of the employee, priority may be given to the female candidates for at least one membership.

6.6 Term of office

a) The term of office of the office Bearers in the GRS other than a member chosen to fill a casual vacancy shall be Three years.

b) A member from the Employee selected to fill a casual vacancy (By Union or by nomination) shall hold office for the unexpired term of his predecessor.

6.7 Vacancies

In the event of an office Bearer representing employees ceases to be employed in the establishment or in the event of this resignation or otherwise, the vacant position shall be filled by adopting the procedure mentioned above.

6.8 Meetings

The Committee shall meet at earliest possible time after receipt of the grievance but not later than two (2) weeks of the receipt of the grievance /complaint.

GRIEVANCE APPLICATION GR-I
THIS FORM MUST BE COMPLETELY FILLED
(English and Local vernacular Language)

Name* :	Date of Application :				
Department :	Designation* :				
Emp. ID* :	Date of Joining* :				
Application for <input type="checkbox"/> Step No : 3 GRC Step No : 4 Appellate Authority <input type="checkbox"/>					
Detailed description of the grievance (use additional blank sheet if necessary)					
Reason for disagreement with the decision at the earlier stages:					
File a copy of this form with the Grievance Redressal Committee and retain a copy for filing at the next step if necessary. If you do not receive a response within 30 days or disagree with the action taken, you may file a copy of the grievance application at the next step.					
Step	Grievance Filed With	Respondent Sign.	Date	Employee's Sign.	Date
2	GRC				
3	Appellate Authority				

*Shall be left blank in case the Employee do not want to reveal his/her identity.

Grievance Redressal- Process Document GR-II
(English and Local vernacular Language)

Application No :

Employee Name: / Designation: Employee ID: Department/Location:	
Step 2 : Grievance Redressal Committee (GRC)	
Grievance Recorded :	
Proceedings :	
Action (s) Recommended :	
Signature of Chairperson of the Committee Date : Time:	
<input type="checkbox"/> Agree I hereby acknowledge that my grievance has been resolved suitably and I am satisfied with the solution Signature of the aggrieved Employee	<input type="checkbox"/> Disagree (Reasons for disagreement) Signature of the aggrieved Employee

Closure Report by Unit HR Department:

Signature of Unit HR Head

Date:

Time:

Step 3: Appellate Authority

Final decision on the grievance:

Signatures of Appellate
Authority

Date:

Time:

I hereby acknowledge that my grievance has been resolved suitably and I am satisfied with the solution.

Signature of aggrieved Employee

**Action Taken Report- GR III
(English and Local vernacular Language)**

To,

Date.....

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Dear.....

With reference to your Grievance application No..... formally registered with the committee on Dt....., the Committee, after examining all facts and evidences related to your grievance, has reached to the following conclusions.

Yours Faithfully,

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Date.....

Nomination Form GR - IV
(English and Local vernacular Language)

To,
The Unit HR Head
Uniparts India Limited

Date.....

Sub: Nomination for the membership of the Grievance Redressal Committee.

Dear Sir,

I hereby would like to nominate myself for the membership of the Grievance Redressal Committee.

My details are as follow:

Name:	Designation:
Emp. ID:	Date of Joining:
Department:	Signature:

Give a brief description of the reasons to become an office Bearer of Grievance Redressal Committee and the qualities you possess which make you a suitable candidate for the task.