

# **Employees Grievance Redressal Policy**

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**DILIP BUILDCON LIMITED**  
INFRASTRUCTURE & BEYOND

## **DILIP BUILDCON LIMITED**

### **Employees Grievance Redressal Policy**

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**1. OBJECTIVE:**

- The objective of the Grievance Redressal Policy and procedure is to provide a means of promptly dealing with the individual grievances that an employee may have, in connection with their employment, in a fair and consistent manner.
- To provide easily accessible machinery of communication to the employees for settlement of their complaints, dissatisfaction, discontent and to adopt measures to ensure expeditious settlement of grievances leading to increased satisfaction on the job and resulting in improved productivity and efficiency of the organization.
- To ingrain a disciplinary procedure that will afford consistent and equitable treatment to all employees.
- The policy aims at creating a healthy working environment for all the employees of Dilip Buildcon Limited.
- To study and recommend preventive action to minimize discontent, complaints of employee(s) that may, if left unattended, assume the form of major grievances.

**2. APPLICABILITY:**

The policy is applicable to all the employees of the Company, Dilip Buildcon Limited and its wholly owned subsidiaries.

**3. GRIEVANCE, SCOPE AND COVERAGE:**

- (i) **‘Grievance’** for the purpose of this scheme would only mean a grievance relating to individual employee arising out of the implementation of the policies/rules or decision of the organization. Employee’s grievances can be filed in cases of employee dissatisfaction/complaint which includes matters of individual nature related to employment as described below:
- ✓ Any grievance related to infrastructure which hinders the smooth functioning of the activities of the employee or jeopardizes health and safety of the employee. For example these may include health, sanitation or safety related issues, or software and hardware related problems.
  - ✓ Any grievance related to leave, Increment, Non-entitlement to benefits under rules, Interpretation of services rules.
  - ✓ Any discontent or dissatisfaction of employees in relation to or arising from perceived Inter/intra-organizational behavior, or complaints regarding unprofessional or unethical behavior/acts of subordinates, counterparts, or reporting managers or superior officials.
  - ✓ Any grievance related to processing of travel bills / employee’s facilities management.
  - ✓ Work ambiguity, Long working hours etc.
  - ✓ Female employee facing gender based discrimination including any form of harassment at workplace or issues relating to safety and convenience at workplace.
  - ✓ Gaps in communication of policy implementation and changes

The enunciation of the term “Grievance” above is not exhaustive and will be construed liberally by the management of the organization. However, the employees are expected to resolve the issues/complaints of less important nature, informally at the first instance, before resorting to invoking the formal mechanism of raising a complaint or exercising the mechanism available to them under this policy.

**(ii) Matters falling in the following areas shall not be covered under the Employees Grievance Redressal Policy & Procedure:**

- ✓ Annual Performance Appraisals/Confidential Reports
- ✓ Promotions
- ✓ General Issues pertaining to benefits
- ✓ Disciplinary action taken under conduct, Discipline & Appeal Rules of the company
- ✓ Cases relating to vigilance, security & termination of service
- ✓ Matters relating to training, nominations to training programmers.
- ✓ Grievance arising out of discharge or dismissal.
- ✓ All grievances related to fraud/suspected fraud or sexual harassment at workplace will be covered under 'The Whistle Blower Policy' and 'SEAH / Sexual Harassment Policy' respectively and is excluded from the purview of this policy.
- ✓ Any grievance rose by more than one employee and is of collective nature. The Employee Grievance Committee shall only entertain cases raised by individual employees.

The examples of nature of grievances mentioned above are only indicative and not exhaustive. In case of any such unsolved complaints, the employee can choose to use the Employee Grievance Policy. Also, to seek any long awaited information sought by the employee from any support department at Corporate Office, the employee can route his/her grievance through the an officer designated as **Employee Grievance Redressal Officer (EGRO)** under the provisions of this policy by the management of the organization.

**The scope and coverage of the policy shall be read in congruence with the Code of Conduct rules of the Company**

**4. PROCEDURE FOR RAISING AND DEALING WITH GRIEVANCE:**

Individual employee's grievance shall be processed and dealt in the following manner:

**4.1 Stage-I**

The employee shall report his/her grievance within 7 days of its occurrence to his / her EGRO/ HR Manager in writing. The HR Manager will immediately acknowledge receipt of the grievance in writing informing the employee of the receipt of grievance and inviting the employee for a formal meeting. EGRO may consult with the HR manager (in case EGRO is distinct from HR Manager) and revert to the employee with a course of action/ solution within 7 working days from the date of receipt of grievance. For this, the EGRO/HR Manager shall give a personal hearing and attempt to resolve the grievance at his level in consultation with concerned Function/ Segment or Project Head **within 10 days** of receiving the grievance and intimate his decision of the aggrieved employees in writing. Decision of the EGRO/ HR Manager will be within the framework of the existing Rules/Policies of the Company. In case grievance in not settled within the stipulated time, an interim reply will be sent and in any case, final reply / decision will be given within **7 working days** of sending the interim reply.

**4.2 Stage-II**

If the aggrieved employee is not satisfied with the reply of Stage-I authority, or has not received a reply within the stipulated time, he may submit his/her grievance in writing to the Corporate HR Manager / HR Head **within 10 days** of receipt /due date of receipt of reply from the Stage-I authority.

The Corporate HR Manager –EGRO / HR Head shall go through the Grievance and settle the same at his level. Decision of the Corporate HR Manager-EGRO / HR Head will be within the framework of the existing Rules / Policies of the company. If the aggrieved employee decides to present his case personally before the Corporate HR Manager-EGRO / HR Head, the aggrieved employee shall have an opportunity to do so before the Corporate HR Manager-EGRO/ HR Head takes a decision on the grievance. The decision shall be taken and to be communicated in writing to the aggrieved employee **within 10 working days** of the receipt of the grievance. In case grievance is not settled within the stipulated time, an interim reply will be sent and in any case, the final reply / decision will be given **within 10 working days** of sending the interim reply.

### **4.3 Stage-III**

If the aggrieved employee is not satisfied with the reply of Stage-II authority, or has not received a reply within the stipulated time, he may submit his / her grievance in writing to the Grievance Redressal Council **within 10 days** of receipt/due date of receipt of reply from the Corporate HR Manager-EGRO / HR Head. At this stage, the grievance shall be addressed to the **Member Secretary of the Grievance Redressal Council**.

**The Grievance Redressal Council** shall go through the grievance in detail and give their opinion / recommendation **within 10 days** they receive the representation. If the aggrieved employee decides to present his / her case personally before the Grievance Redressal Council, the Grievance Council shall give him an opportunity to do so.

The decision of the grievance council shall be communicated in writing by the **Secretary** to the aggrieved employee as early as possible (within 10 days of the receipt of orders) and **shall be final**.

As stated above, If the grievance relates to the behavior of any of the superior officers of the employee that can attract disciplinary action (e.g. sexual harassment or violence), aggrieved employees can refer directly to the next level/stage. During the disciplinary procedures (if any) initiated against such officer who has been named in the complaint, the disciplinary action will be implemented, in case of unsatisfactory performance, or deviant behavior which is in breach of organizations interest or harmful to welfare and rights of other employees. Disciplinary procedures are meant to be corrective, rather than punitive and follow principles of natural justice. They are meant to motivate employees to accept standards of conduct, which are desirable or necessary for organizational performance.

Counseling will be offered, where appropriate, to resolve problems. No disciplinary action will be taken against any employee or officer against whom a complaint has been raised, until the case has been fully investigated. At every stage in the procedure, such employee will be advised of the nature of the complaint against him or her and will be given the opportunity to state his or her case before any decision is made

**4.4 Closure of Complaint** – In any case all attempts will be made to close the complaint within 30 days. Grievances will be treated with utmost confidentiality and sensitivity. In case the complainant requests to ensure anonymity in his/her complaint, the said request shall be accepted by the EGRO or such other officials as well as the council at various stages as applicable.

The procedure of grievance redressal is internal to the organization and does not allow for any external representations to be made by any of the representatives or individuals on behalf of the complainant or the employee against whom the complaint has been made. Additionally, the complainant is expected to refrain from making any external complaint till the procedure for redressal of his or her complaint has been concluded within the organization. This shall however, not mean to limit or restrict any of the remedies and rights available to the employee under the law of the land for the time being in force before the appropriate external forum, in cases of serious grievances pertaining to the violation of the individual legal rights of the employee.

**5.0 NATURE OF GRIEVANCES (Detailed list is enclosed as Annexure-I)**

- 1) Amenities/facilities
- 2) Jobs and Roles
- 3) Health and Safety
- 4) Working Environment
- 5) Victimization and Harassment
- 6) Benefits

**6.0 COMPOSITION OF THE “GRIEVANCE REDRESSAL COUNCIL (GRC)” AT CORPORATE OFFICE:**

The Grievance council shall be an apex council and shall be constituted at the Corporate Office and shall work and execute its decisions through a duly constituted committee as follows:

**At Corporate Office**

- 1) **Member - HR Manager / Employee Grievance Redressal Officer (EGRO) -Project / Entity**
- 2) **Member - Segment Head / In-Charge (Project / Entity)**
- 3) **Member – Functional Head / Project Head / Unit Head (Corporate / Project / Entity)**
- 4) **Member Secretary, Grievance Redressal Council / EGRO (HR Manager, Corporate Office)**
- 5) **Vice-Chairman (Head-HR, Corporate Office)**
- 6) **Chairman –Director / CEO**

6.1 While considering a particular grievance, the Grievance Redressal Council may take the assistance of an Officer (s) having intimate / specialized knowledge of the grievance in its deliberations from time to time.

6.2 The Grievance Council shall meet at least once in a month or more frequently if need arises. While examining and finalizing individual grievance, the concerned authorities at different stage may also analyze the grievance and in suitable cases recommend adoption of appropriate policies in future to prevent recurrence of similar grievance.

A record of the minutes of the meetings shall be maintained during the proceedings of determination of the individual grievances or even otherwise in the regular meeting of the council. The council shall record in writing, the reasons of not having held the meeting, if there is a gap of more than 2 months in the holding of the scheduled monthly meetings of the council.

**7.0 GENERAL GUIDELINES:**

- 7.1 The employees of the company shall avail this procedure for redressal of their grievances. The time limits prescribed for the presentation and redressal of the grievances at every stage shall be strictly adhered to. However, the concerned authorities at different stage may condone the delay in putting up the grievance within the prescribed time limits, if they are satisfied that the delay is due to valid reasons and circumstances beyond the control of the aggrieved employee.
- 7.2 If the grievance arises out of an order given by the management, the said order shall be complied with before the employee concerned invokes the procedure laid down for redressal of his / her grievance.
- 7.3 The Secretary, Grievance Redressal Council shall maintain necessary records concerning grievance at different stages. The number of grievances received, settled & pending at the end of each month shall be reported to the Chairman of the Council at the Corporate Office by **07<sup>th</sup> of the following month.**
- 7.4 In calculating various time intervals in the above procedure, intervening weekly off & holidays, shall not be taken into consideration.
- 7.5 If the grievance of the employee relates to a member of the Grievance Committee, such member will cease to be a member of the committee for that particular grievance.
- 7.6 If the grievance of the employees is against an officer dealing with the grievance at the first stage, the employee can directly refer his / her case to the 2<sup>nd</sup> Stage.
- 7.7 If the grievance of the employee is against the Project Head /HOD/Unit / Project HR to which the employee belongs, he can directly go to the 3<sup>rd</sup> Stage i.e., the Grievance Redressal Council.  
If the grievance is against the Unit Head /Project Head, the grievance should be addressed to the Corporate Grievance Redressal Council.

**8. COMMUNICATION / CLARIFICATION:**

The Head Human Resources is authorized to issue clarification, guidelines, instructions, procedures etc. under this Policy & Rules as may be required from time to time.

**9. DEVIATIONS / EXCEPTIONS:**

MD / Director & CEO, may at his discretion, relax the rules in exceptional cases for reasons to be recorded in writing.

**10. OTHERS:**

- 10.1 This Policy & Rules shall come into force with immediate effect.
- 10.2 The Management reserves the right to review, alter &/ or amend this Policy & rules as may be deemed necessary from time to time.

**11. POLICY STATUS:**

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**Annexure-I**

**NATURE OF GRIEVANCES:**

**Amenities/Facilities; shall include on the following subjects:**

- 1) Noise / Sound Pollution
- 2) Temperature / Humidity
- 3) Illumination / Lighting
- 4) Housekeeping
- 5) Sitting Facilities
- 6) Drinking Water
- 7) Sanitation & Cleanliness

**Job and roles; shall include on the following subjects:**

- 1) Role Ambiguity
- 2) Job Dissatisfaction
- 3) Job Rotation
- 4) Role Conflict
- 5) Career Development

**Health and Safety; shall include on the following subjects:**

- 1) Health Check up
- 2) Medical Insurance
- 3) First Aid Appliances
- 4) Safety appliance like fire safety, road safety, safety at work in construction site

**Working environment; shall include on the following subjects:**

- 1) Employee participation
- 2) Stress and work pressure
- 3) Relationship at Work – Disputes amongst peers
- 4) Disputes amongst employee's & superior's
- 5) Interpersonal Relations
- 6) Aggressive Behaviors
- 7) Discrimination on caste/creed/language

**Victimization and Harassment; shall include the following subjects:**

- 1) Personally, offensive verbal comments
- 2) Crude and unwelcome mobile / telephone calls, videos, notes, drawing, faxes or e-mails
- 3) Derogatory comments about a person's body, appearance or personal life
- 4) Sexist or racist jokes which make fun of a person's origin or disability
- 5) Spreading of rumors.
- 6) A pattern of deliberately ignoring or excluding a person
- 7) Offensive material that is displayed in a public place
- 8) Sexual Harassment at work place – Please refer “**Policy to prevent and deal with sexual harassment**” of Dilip Buildcon Limited.

**Benefits shall include on the following subjects:**

- 1) Reimbursements & Allowance
- 2) Leave Travel Assistance
- 3) Tax Calculation
- 4) Leave