

	Grievance Redressal Policy	
	HR Process No.05	1st October 2022

Meaning of Grievance and grievance Redressal Policy.

What is a Grievance?

A "Grievance" is a problem, concern or complaint related to work or the work environment. A grievance can be about an act, omission, situation or decision that an ordinary person may think is unfair, discriminatory or unjustified.

Purpose/Objective:

HIL strives to continuously improve the quality of work life for its employees by quick identification and resolution on employee grievances. The Grievance Redressal Policy (policy) attempts to achieve the following:

1. Prevent grievance from escalating;
2. Provide the employee with advice and support;
3. Maintain a healthy and stable work environment

Example of Workplace Grievances.

Bullying or Harassment

Verbal abuse (either spoken or written such as an e-mails), inappropriate or threatening behaviour (Aggressive gesturing, throwing objects, hitting the table, physically touching others, carrying weapons etc.), initiate pranks, excluding or isolating employees, giving a person the majority of an unpleasant or meaningless task, humiliation through sarcasm

Discrimination

Article 14, 15 and 16 of the Constitution of India guarantee equality before law, prohibition of discrimination on grounds of religion, race, caste, sex or place of birth, equality of opportunity in matters of employment in the public as well as private sector.

Sexual Harassment

- Unwelcome sexual advances, requests or demand for sexual favours, either directly or indirectly, in return for employment, promotion, examination or evaluation of a person towards any activity of **HIL**;

- Unwelcome sexual advances involving verbal, non-verbal, or physical conduct such as sexually colored remarks, jokes, letters, phone calls, e-mail, gestures, showing of pornography, indecent stares, physical contact or molestation, stalking/following, sounds, display of pictures, signs, verbal or non-verbal communication which offends the employees sensibilities and affect her/his performance;
- Eve teasing, intimations and taunts, physical detention against one's will and likely to intrude upon one's privacy;
- Act or conduct by a person in authority which creates the environment at workplace hostile or intimidating to a person belonging to the other sex;
- Conduct of such an act at work place or outside in relation to an Employee of **HIL** or vice versa during the course of employment; and
- Any unwelcome gesture by an employee having sexual implications;
- Further, **HIL** has constituted an Anti-Sexual Harassment Committee (hereinafter referred to as 'ASHC' or 'Committee' to deal with issues pertaining to sexual harassment.

Manner of Addressing a Grievance.

Any grievance other than sexual harassment under this policy should be addressed as per the Grievance Procedure in the following manner:

Level-1

The Employee is encouraged to speak directly to the 'other party' concerning the grievance. If consultation is not possible for whatever reason or has not been successful, the Employee should consult their immediate senior.

Level-2

The Employee arranges for a discussion with the Next Level Person of his immediate Supervisor, who will document and discuss the grievance and shall assures the Employee of process and action. He shall also interview with the 'other party' and must provide feedback as soon as possible to the Employee concerning any outcomes of actions at this stage and maintain records.

Level-3

If Grievance is not resolved at the Department Manager/Second Level then HR Head of the site, who assumes control of the grievance resolution process and will speak directly with the 'other party' if appropriate or consult with any of the Senior Management in person or by way of an e-mail or through

telecommunication and must provide personal feedback as soon as possible to the Employee concerning any outcomes of actions at this stage and ensure records of action and outcomes are maintained. HR Head will ensure all internal/External options for grievance resolution.

Level-4

If HR Head also fails to resolve the Issue at his end then, He will involve the Directors of the along with his findings on the Grievance and options tried out.

IMPORTANT POINTS TO BE NOTED

- This policy is not meant to report breaches of compliance with regard to unethical business practices or any other breach of business conduct guidelines other than those affecting the quality of the working environment. Grievance related to compliance breaches should be reported in accordance with the procedure laid down above.
- This policy is not meant to report breaches of compliance with regard to unethical business practices or any other breach of business conduct guidelines other than those affecting the quality of the working environment.
- No action will be taken against anyone for making or helping someone to make a genuine grievance. **HIL** will take all reasonable steps to ensure that anyone involved in making a complaint or attempting to resolve it, is not victimised.
- A copy of this Policy shall be officially displayed at the notice board or at a place whereby every Employee of **HIL** can view and get an access to this policy in order to get familiar and understand the policy better. Hence, this will be displayed at all offices/branches whereby **HIL** is functioning at present or shall function in the future.
- Since it is not possible to cover every exigency in this policy, in the event of a situation which is not covered under this policy, the decision of the Directors shall be final & binding on all.

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