



TGV SRAAC LIMITED

Gondiparla, Kurnool-518004

PROCEDURE FOR DISCIPLINARY AND GRIEVANCE REDRESSAL COMMITTEE

DOC No: TGV/SRAAC/HR/BP/16 Rev 01 - DT. 01.04.2025

1.0 PURPOSE:

- The purpose of this Policy is to provide a mechanism for individual employees to raise a grievance arising from their **employment** and to get them resolved in a timely and confidential manner.
- To achieve consistent treatment in the handling of personal grievances in the workplace and provide a procedure to follow in the event, if a personal grievance arises.
- This policy & procedure will also ensure that, such grievances are dealt with promptly, fairly and in accordance with other related Policies of the Organization.
- This includes concerns from an employee about an action that has been taken and or an in-action, or a contemplated action in relation to them by the head of the department, another employee or from the Management

2.0 SCOPE:

- ❖ Applicable & limited to all employees of **TGV SRAAC LIMITED** (Permanent staff & workers / contract workers) only and are non- gender related grievances.
- ❖ To enable employee to air his grievance.
- ❖ To clarify the nature of grievance.
- ❖ To investigate the reasons of dissatisfaction.
- ❖ To obtain where possible, a speedy resolution to the problem.
- ❖ To take appropriate actions & ensure that the promises are kept.
- ❖ To inform the employee regarding his right to voice the grievance & take it to next stage of the procedure

3.0 POLICY STATEMENT:

TGV SRAAC Limited, aims to foster good relations amongst employees and between employees and management. It is acknowledged that the staff performance at work depends on his/her satisfaction and how well they relate to their colleagues and customers. Problems can arise at work that may sometimes cause the employees to feel aggrieved. These problems can arise from the behaviour or decisions of management or other employees.

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4.0 DEFINITION:-

Dissatisfaction: - Anything that disturbs an employee, whether or not the unrest is expressed in words.

Complaint: - A spoken or written dissatisfaction brought to the attention of the head of the department.

A grievance -

- It is a formal complaint that is raised by an employee towards an employer within the workplace. The grievances must be specific and not of general nature.
- A grievance can be about anything done, or not done, by management or another employee or employees, which is felt as unfair or unjust.
- A grievance can also be about discrimination, harassment, or any other employment related decision or behavior, which an employee can think as unfair, unjust or upsetting.
- This grievance handling policy gives guidelines about what an employee has to do if he has a grievance and what will happen in case of a formal complaint.

Reasons for filing a grievance in the workplace can be as a result of, but not limited to:

1. **Economic:** disagreement over salary (fixation/revision), overtime pay, performance related pay awards, claim for equal pay.
2. **Working conditions:** undesirable and unsatisfactory condition – light, space, water, poor quality equipment/materials, unreasonable workloads, disagreement over hours of work, inequitable work schedules.
3. **Attitude of supervisor:** lack of recognition, neglect, bias, favourism, nepotism, caste affiliations, regional feelings and inter-employee disputes.
4. **Discrimination** based on age, gender, sexual orientation, caste, creed, religion, national origin, physical and mental disability.
5. **Bullying and harassment** that demeans, humiliates or embarrasses a person.
6. **Inappropriate use** of disciplinary process.
7. **Workplace health and safety.**
8. **Grievance** regarding transfer, seniority, medical facilities, training opportunities & facilities etc.
9. **Disagreement** in promotions/recruitments (except the promotions/recruitments made on the recommendations of selection committee, in accordance with the provision of the Bye-laws/Rules).
10. **Grievant** - The employee who initiates a grievance.
11. **Respondent** - The person or persons whose decision, action, or failure to act is the basis of the grievance.

5.0 GRIEVANCE REDRESSAL PROCESS:-

- ❖ Any grievance brought forward will be treated with the utmost confidentiality and will be handled within the next thirty (30) days.
- ❖ However, if the nature of grievance calls for an immediate attention, the same will be acted upon within 24 hours.

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- ❖ It is important to maintain confidentiality in order to avoid idle gossip and the possibility of defamation proceedings.
- ❖ Grievance can be communicated orally or by a formal written complaint, and the same will be forwarded to grievance redressal committee.
- ❖ All persons involved in the complaint will have an opportunity to tell their views.
- ❖ It means that the complainant, the person complained about, and any witnesses can be interviewed. Again, confidentiality will be assured.
- ❖ No decision will be made until the investigation is completed.

6.0 STEPS TO BE ADOPTED:

- Speak to the person causing the problem.
- While this may not be appropriate in many cases, it may be the easiest way of resolving the issue.
- The concerned person may be told that his behavior, decision, actions, etc. was unfair, offensive, discriminatory etc., and why it is believed to be so.
- The person may be totally unaware of the effect of his behavior or decision.
- Speak to the H.O.D's.
- Any written complaint should contain a description of the incident(s), decision, behavior in question, the time and date of the incident(s) etc., the names of any witnesses, signature; and date of the complaint.

7.0 INVESTIGATION PROCESS:

- All grievances will be investigated by the Disciplinary & Grievance Redressal Committee (D.G.R.C).
- Equal Opportunity will be given to substantiate evidence.
- If the complaint is substantiated, appropriate action will be taken based on Organization policy / standing orders in force.
- If the complaint is unsubstantiated, appropriate explanation will be given to the complainant.
- If the complaint is found to be completely fabricated, appropriate action will be taken against the complainant.
- The employee can make an appeal to the Management, if he is not satisfied with the decision of the committee.
- The Management should resolve this within 45 days by all means.

Disciplinary & Grievance Redressal Committee (D.G.R.C) at factory will handle all the grievances of the employees. However, it shall not handle cases that are criminal in nature, which include the following:

- Theft
- Physical Assault
- Molestation
- Attempt to Murder
- Sexual Harassment
- Adultery

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8.0 Formation of DGRC:

Disciplinary & Grievance Redressal Committee (D.G.R.C)

POSITION	NAME	DESIGNATION	CONTACT NUMBER
CHAIRMAN	C.SRINIVASA BABU	E.D. (TECH.)	6303801608
VICE-CHAIRMAN	E. RAMAIAH	Sr. V. P	9848013370
CONVENER	G.PRAHLAD SETTY	G.M (HR)	6303801235
MEMBER	P.RAGHAVENDRA REDDY	V.P. (Q.C)	9848079064
MEMBER	B.ALIMUDDIN	CMS	9966067148
MEMBER	HARISH PREETHAM	ASSISTANT OFFICER	9963993902
MEMBER	T.BEESANNA	PROCESS	9849474578
MEMBER	T.VENKATA SWAMY	E.T.P	8008541723
MEMBER	T.P.BALASUBRAMANYAM	PRODUCTION	9949084363
MEMBER	K.VEERANNA SETTY	O&F DIVISION	9490543451
GRIEVANCE OFFICER	S.E.REHMAN	H.R. & WELFARE	6303801199

Roles and responsibilities:-

The Grievance Committee shall be responsible to ensure that grievances are dealt with effectively in accordance with the Grievance Procedures set out for the implementation of this Policy.

In doing so, the Committee shall adhere to the following principles:

- Take grievances seriously taking on board, why the employee feels aggrieved, unhappy or dissatisfied.
- Investigate the facts and surrounding circumstances, and showing the employees that this enquiry has been done thoroughly and sensitively.
- Actively look for a solution that will satisfy the employee, where practical, without causing disproportionate difficulty for the organization or the employee's colleagues.
- Provide feedback to the employee about what can, and cannot be done to resolve the grievance.
- Take necessary follow-up action.



(K Karunakar Rao)
Chief Executive Officer (CEO)

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GRIEVANCE FORMAT

(To be submitted to C.E.O / E.D through proper channel)

Name of the grievant / Employee Code No:

Department & Designation:

Mobile No & Email Address (if any):

Grievance details:

Undertaking:-

I hereby declare that the information furnished above by me is true and accurate. Further, I understand that disciplinary action can be taken against me if the above allegations are found incorrect or malicious.

Signature of the Grievant

Date/Time:

(For the purpose of C.E.O / E.D)

Grievance no:

Received on:

Sources and results of enquiry:

Action taken by C.E.O / E.D:

Action taken by Chairman, DGRC (in case of grievances forwarded to DGRC):

Date and Signature of Chairman, DGRC:

Date: