



JINABAKUL FORGE PVT LTD

Grievance Policy & Procedure

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Purpose

The purpose of this Policy is to provide a mechanism for individual employees to raise a grievance arising from their employment. The Policy will also ensure that such grievances are dealt with promptly, fairly and in accordance with other related Policies of the Organization.

Scope

The initial approach to settling any issue is open communication. An employee should first seek to resolve any complaint with his/her immediate supervisor through informal discussion. If such discussion does not resolve the matter informally, then the employee shall seek to resolve the complaints to his Assistant Manager/Manager, if the complaint not resolved in this level, the employee shall discuss with his department HOD. Even if the employee feels that his complaint is not resolved then he/she shall raise his complaint to the level of a grievance, then the employee may initiate a formal grievance as described in this policy in an effort to seek an appropriate solution.

For the purposes of this Policy, a 'grievance' is defined as any type of problem limited to, concern, or complaint related to work or the work environment. A grievance may be about and act, omission, situation, or activities that the Employee thinks to be unfair, discriminatory, or unjustified related to the Jinabakul COC.

This Grievance Policy will not cover to contest, dismissal, demotion, suspension or other disciplinary measure taken by the Jinabakul Management.



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Guiding Principles

Whenever the grievance procedure is being followed, it is important that issues are dealt with fairly. The following elements shall be considered in doing so:

- ⑤ All employees should always try to resolve problems in the work place at the earliest possible opportunity and usually with the least possible formality.
- ⑤ All efforts shall be put to address matters before they reach the stage of becoming a formal grievance issue.
- ⑤ All employees should raise and deal with issues promptly and should not unreasonably delay meetings, decisions or confirmation of those decisions.
- ⑤ All employees should act consistently.

Time Limitations

The Grievance shall be reported to the committee within 3 working days of its occurrence. The committee will begin the investigation and will try resolve the grievance within 7 days after the receipt of grievance. Some cases required more time depending upon the nature of Grievance, which will be communicated to the Grievant well in advance.



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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

- ⑤ Take grievances seriously taking on board why the employee feels aggrieved, unhappy or dissatisfied,
- ⑤ Investigate the facts and surrounding circumstances, and showing the employees that this been done thoroughly and sensitively,
- ⑤ Actively look for a solution that will satisfy the employee, where practical, without causing disproportionate difficulty for the organization or the Employee's colleagues,
- ⑤ Provide feedback to the employee about what can, and cannot be done to resolve the grievance,
- ⑤ Take necessary follow-up action

Records

The Committee should ensure that the following minimal set of records is kept for matters attended by the Committee. The Human Resources department shall be the responsible unit that ensures the filing and safekeeping of the records.

- ⑤ The nature of the grievance
- ⑤ Written grievance statement
- ⑤ Action taken with reasons for it to be taken
- ⑤ A written statement of the decisions



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Decisions

The decisions of the Grievance Committee shall be final. The Committee shall send a written statement of its decision to the grievant, within ten (10) days of completion of the process.

Grievance Committee:

☞ Mr. B.D.Badan	- ED
☞ Mr. K.C.Jinagouda	- ED
☞ Mr. JNS Rao	- DGM MFG
☞ Mr. Jeetenda Madhale	- Manager HR
☞ Mr. K. Ravishankar	- Manager Metallurgy
☞ Mr. Shridhar H	- Chief Accountant
☞ Mr. Pramod. J	- Manager Engineering

Approved By:

Sd/-

Balachandra D Badan
Executive Director

Sd/-

Kiran C Jinagouda
Executive Director

2nd May, 2018