

A separate inter-unit Award Scheme has been introduced for 'Progressive use of Official Language'.

### QUALITY CIRCLES

Renewed emphasis is given to the Quality Circle activities for harnessing the inherent creative talent of our work force called for introduction of novel Motivational schemes to not only encourage formation of new circles but also to seek committed participation on a continuous basis in QC activities.

### WORKMEN'S GRIEVANCE PROCEDURE

Your Company continuously strives to create and sustain a grievance free climate in the organization. Yet for redressal of grievances, readily accessible machinery is available for prompt redressal of the same.

#### Objectives :

1. To provide an opportunity to have a direct dialogue with the supervisors for prompt redressal of their day-to day grievances in order to promote harmonious industrial relations.
2. To provide a multi-level mechanism for settlement of individual grievances.
3. To settle individual grievances at the lowest level of the mechanism as far as practicable in the interest of its expeditious disposal.

#### Scope :

Matters outside the scope of grievance procedure :-

- a) collective bargaining such as wages, allowances, bonus, hours of work and other benefits etc.
- b) cases of grievances arising out of discharge and dismissal,
- c) individual grievances relating to punishment as a result of disciplinary action against the workman.

#### Procedure :

1. An aggrieved workman in the first place may present his grievance verbally in person to his immediate supervisor,

who in turn would try to resolve the grievance within two working days.

2. If not satisfied the workman may submit his grievance in writing in prescribed form to the head of the department. The receipt of the grievance will be acknowledged. The departmental head arranges for a joint discussion with a representative of HR department. The aggrieved workmen may be assisted by a co-worker, if he so desires. The decision of the departmental head will be communicated within 10 working days from the date of submission of the grievance.
3. If the workman is not satisfied with the reply of the Departmental head, he may submit the grievance in the prescribed form to the Chairman of the "Grievance Committee." The receipt of the grievance will be acknowledged. The Grievance Committee comprising the Unit Head (Chairman of the Committee), representative of HR department (Secretary of the Committee), representative of the Recognised Union and the aggrieved workman (who may be assisted by a co-workman of his choice) will discuss and decide the issue and communicate its decision to the workman within 15 working days.

Unanimous recommendations of the Grievance Committee will be implemented by the Management under intimation to the concerned workman. However, if the recommendations of the Grievance Committee is not unanimous, the Committee will refer the grievance along with record note of discussion to the Head of the Project under intimation to the concerned workman.

4. On receipt of the grievance and other related papers from the Grievance Committee, the Head of the Project will decide the issue within 15 days from the reference of the grievance to him by the Grievance Committee. The decision of the Head of the Project will be final.

**Note:** In case the grievance is against the immediate supervisor or the Departmental Head, the reference of such grievance is automatically forwarded to the next higher stage.