



### GRIEVANCE REDRESSAL COMMITTEE

Grievance Redressal Committee is constituted to resolve disputes arising out of grievances of individual worker relating to non-employment, terms of employment or condition of service.

#### **OBJECTIVE**

The prime objective of the grievance redressal procedure is to promote practices and procedures which would ensure creation and sustenance of healthy employer-employee relationship, expeditious settlement of genuine grievances of employees and officers so as to increase satisfaction on the job, resulting in improved productivity and efficiency of the organization. Besides, this, it may result in strengthening the team spirit among all the members to perform in concert which is necessary to achieve the goals of the organization.

#### **APPLICABILITY**

The Grievance Redressal Procedure will cover all regular employees, staff and officers of the company.

#### **SCOPE**

Grievance for the purpose of this scheme would only mean a grievance relating to any employee/officer arising out of the implementation of the policies, rules or decisions of the company. The grievance will include any matter relating to wage/salary payment, increment, leave compensatory holidays, working conditions, seniority, work assignment, acting arrangement, non-extension of benefits under rules, interpretation of service rules, settlements etc. of an individual nature.

#### **PROCEDURE FOR HANDLING GRIEVANCES**

At the first instance the affected employees should submit the grievance (in writing) stating his name, designation, employee number and grievance to Grievance Redressal Committee.

The Grievance Redressal Committee may complete its proceedings within 30 days on receipt of a written application by or on behalf of the aggrieved party.

The workman/employee who is aggrieved of the decision of the Grievance Redressal Committee prefer an appeal to the employer against the decision of Grievance Redressal Committee and the employer shall, within 1 month from the date of receipt of such appeal, dispose off the same and send a copy of his decision to the workman/employee concerned.





### TENURE OF CHAIRPERSON

The chairperson of the Grievance Redressal Committee shall be selected from the employer and from among the workmen alternatively on rotation basis every year.

### CONSTITUTION OF COMMITTEE

Designation	Contact
Chief Operating Officer (COO)	ceo@essc-india.org
DGM Operation	kapil@essc-india.org
Vice President - BD	saleem@essc-india.org
Asstt. Manager - Standard	vishakha@essc-india.org

A handwritten signature in blue ink, appearing to be 'Jmms', is written over the stamp area.

