

## **EMPLOYEE GRIEVANCE MANAGEMENT SYSTEM (EGMS)**

**Scope & Applicability:** This EGMS applies to all On Roll and Off Roll employees/individuals, herein after called 'associates' (Associates), working for Company across all its project/sites and offices.

**Objective:** An organisation's grievance redressal system serves as a tool for measuring efficiency and effectiveness since it gives critical input on its operations. The process is a systematic complaint procedure utilised by people to raise issues and the impact of inept governance in the organisation.

'Grievance' means any 'Grievance' relating to any employee, worker, and staff (including contractual) arising out of the implementation of the policies/rules or decisions of the Company. It is mandatory that the grievance should be work related and not personal.

**Grievance(s)** may include but not limited to concerns related to:

- Misbehaviour or ill-treatment at workplace, may include peers, superiors, associates irrespective of the level & function.
- Non-extension of benefits under rules, transfers, interpretation of service rules
- Mental harassment by colleagues, supervisors, or managers - unless addressed by the POSH policy
- Usage of objectionable foul / abusive language
- Working environment and conditions
- Issues with implementation of processes and business conduct
- Any other work - related issues

A Grievance Redressal Committee is formed at KRL (Company) and its entities to promote and maintain a conducive and unprejudiced environment. It is a measure to develop a responsive attitude in the company.

### **Grievance Redressal Committee (GRC)**

Concerns shall be monitored and mediated by the GRC, comprising of 3 members. This representation may vary within a time span of three years if required. GRC Committee members are:-

Mr. Bimal K Nanda

Ms. Namrata Nulwalla

Ms. Parul Srivastava.

## **Scope of the Committee**

The Grievance Redressal Committee (GRC) will be available for grievances and seek resolution of the same.

## **Grievance redressal procedure**

- An aggrieved associate may follow the escalation matrix as mentioned below
  - Level 1.a: Reporting manager level (specially in case of transactional /process related issues that may not require further escalation)- resolution within 5 working days from date of reporting
  - Level 1.b: Reporting manager level (for any issues that may be significant in nature and the associate is comfortable in taking up with the reporting manager) - resolution within 7 working days from date of reporting
  - Level 2: Project head/site head/HOD - resolution within 15 working days from date of reporting
  - Level 3: Grievance Redressal Committee level (GRC) - resolution within 30 days from date of reporting
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- Grievances may be reported in writing/email to the reporting Manager/HOD. Resolution / Redressal may follow the escalation matrix mentioned above.
  - Based on the merit of the case, in the light of feedback and inputs received, the Grievance Redressal Committee will resolve the grievance/ complaint and provide a report of its findings within 7 working days from the date of completion of enquiry and such report shall be made available to the board.
  - In exceptional cases where the GRC is not able to come to a joint consensus, the same shall be presented to the Board for closure.
  - The Grievance Redressal Committee could meet as and when required.

## **False Accusations:**

The grievance reported by the associate shall be taken up with utmost seriousness by the company and there will be zero tolerance for false accusation and suitable action shall be taken that may include termination of services.