



VOLTAMP TRANSFORMERS LIMITED

Employees' Grievance Redressal Mechanism

The Voltamp Transformers Limited ("Voltamp") wishes to ensure that working conditions of the Company comply with national labor law, health and safety regulations and adopt the best practice in these areas.

What is grievance?

A grievance refers to problems and issues that employees experience over the course of their employment. Grievances can cover a broad range of concerns, from potentially illegal actions such as unethical recruitment, workplace discrimination, working condition, sexual harassment or victimisation, to concerns about wages, how a poor relationship between two employees has been managed, a complaint about the quality of food in the canteen or a disagreement over holiday arrangements, etc.

Outline of a grievance procedure



Step 1 : Dealing with grievances informally

Managers and employees shall use informal methods of resolving disagreements or disputes.

If employees have a reasonable grievance or complaint regarding their work or the people they work with they should, wherever possible, start by talking it over with their manager. It may be possible to agree a solution informally between worker and manager. This makes it more likely that disputes can be resolved faster and closer to the source of the problem and less likely that they will escalate into intractable problems.

If discussions with line managers fail to resolve the issue, it is still possible to pursue an informal approach without triggering a formal procedure. For example, a human resources (HR) manager could host an informal meeting or discussion.

Grievances from new employees about recruitment practices will typically need to be made to an HR manager, rather than to the recruitment agency itself.

Step 2: Formal grievance

If the matter is serious and/or the employee wishes to raise the matter formally, the employee should set out the grievance in writing to his or her manager. This submission should be factual and avoid language that is insulting or abusive.

Where the grievance is against the employee's manager and the employee feels unable to approach him or her, the employee should address the grievance to another manager or the HR department.

Step 3: Grievance hearing

A designated manager (normally from the HR department and hereafter called the 'grievance manager') will call the employee to a meeting to discuss the employee's grievance within a predetermined period of time after receiving the complaint.

The employee shall have the right to be accompanied by a colleague this meeting on request. After the meeting the grievance manager will give the employee minutes of the meeting signed by both parties and a decision in writing, within a predetermined period of time.

Step 4: Appeal

If the employee is unhappy with the decision about a grievance redressal and wishes to appeal, he or she should let the grievance manager know. The employee will be invited to an appeal meeting within a defined period of time and the appeal will be heard by a more senior manager.

The employee will normally have the right, on request, to be accompanied by a colleague at this meeting and minutes should be taken. Every effort should be made to secure a resolution in the best interests of the employees and the company. After the meeting the senior manager, will give the employee a decision within a predetermined period.

This decision will be final within the terms of the company's internal grievance mechanism; however, if the employee is unhappy with the decision, he or she may refer the complaint or grievance to the labour ministry or inspectorate (or other appropriate administrative body) for resolution and/ or redress, as specified by national law.

Coverage:

Here in this mechanism, word "employees" include all employees along with workers whether permanent or on contract basis and trainees.