



GRIEVANCE MANAGEMENT SYSTEM

- 1. EMPLOYEES GRIEVANCE REDRESSAL PROCEDURE**

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- 3. INTERNAL COMMITTEE UNDER THE SEXUAL HARASSMENT OF WOMEN AT WORKPLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013**



EMPLOYEES GRIEVANCE REDRESSAL PROCEDURE

1.0 Objective

The objective of the Employees Grievance Redressal Procedure is to provide an easily accessible machinery for settlement of grievances and to adopt measures as would ensure expeditious settlement of grievances of all the employees to inspire confidence of employees in the system leading to increased satisfaction on the job and resulting in improved productivity and efficiency of the organization.

2.0 Short Title

This procedure shall be called “Employees Grievance Redressal Procedure”.

3.0 Definition

In this procedure unless the context otherwise requires:

- 3.1** ‘Company’ means Fertilizers and Chemicals Travancore Limited and shall include all its Divisions and Offices.
- 3.2** “Employee” for the purpose of this procedure means a permanent employee of the Company, including an employee appointed on consolidated pay against a permanent post, and shall also include temporary employees engaged by the Company.
- 3.3** 'Grievance' for the purpose of this procedure means a complaint affecting an individual employee in respect of such of the conditions of his service, as payment of wages, working conditions, seniority and promotion, designation, work place, grant of increment, salary fixation, transfer etc.

However, the following matters shall not come within the ambit of ‘grievance’ under this procedure:

- (i) Grievance on policy matters of the terms and conditions of the service as affecting the whole or the majority of the employees.
- (ii) Disciplinary matters/ punishments imposed in accordance with the provisions of Certified Standing Orders/ Conduct, Discipline and Appeal Rules or any other Rules of the Company in force.
- (iii) General issues like wage structure, incentive schemes, promotion policies, upgradation of posts etc., and such matters which are collective in nature.
- (iv) Grievances relating to:
 - (1) Adverse remarks recorded in the Performance Assessment Report
 - (2) Extension of probation period on appointment/ promotion; and
 - (3) Extension of training period.

3.4 'Management' means Management of the Company.

3.5 Wherever Masculine gender occurs, includes feminine.

4.0 Grievance Committees and its coverage:-

There shall be Grievance Committees as under:

4.1 Divisional Grievance Redressal Committee (hereinafter referred to as **DGRC**):- to attend to the grievances of employees in the Worker category, including temporary workers engaged by the Company.

4.2 Inter Divisional Grievance Redressal Committee (hereinafter referred to as **IDGRC**):- to attend to the grievances of employees in Sub Layer, Layer 1 and Layer 2, and Engineers/Officers engaged on temporary basis by the Company.

4.3 Corporate Grievance Redressal Committee (hereinafter referred to as **CGRC**):- to attend to the grievances of employees in the level of Deputy General Manager.

5.0 Constitution of the Grievance Committees:-

5.1 DGRC shall be constituted as under, division wise:

- (i) One representative to be nominated by each of the recognized Trade Unions of the respective Division.
- (ii) Equal number of representatives to be nominated by the Management from Layer 2 of the respective Division and one officer from HR department.

5.2 The chairperson of DGRC shall be senior most management representative. There shall be, as far as practicable, at least one woman member in the DGRC. The convener shall invariably be the Officer from HR department.

5.3 The setting up of DGRC shall not affect the right of the worker to raise industrial dispute on the same matter under the provisions of Industrial Relations Code, 2020.

5.4 IDGRC shall be constituted with the following members

The Committee shall consist of two senior most Officers at CGM/GM level who are not members of CGRC under 5.5 below in addition to Division Heads of Udyogamandal Complex and Cochin Division. Chairperson shall be the senior most among them. DGM (HR)Est shall be the Convener.

5.5 CGRC shall be constituted with the following members

The Committee shall consist of four senior most Officers at ED/CGM/GM level as members, and Head of HR as Convener. Chairperson shall be the senior most among them. In the event of Head of HR being the senior most, he will be both Chairperson and Convener.

6.0 Scope of Grievance Committees.

The scope of the Grievance Committees shall be as follows:

6.1 The Grievance Committees will provide an apparatus in the organizational framework that may:

- (i) facilitate easy access to individuals for ventilating personal grievances;
- (ii) ensure speedy consideration of grievance and decision thereon;

(iii) impart a degree of objectivity and fair-play in the whole process.

6.2 Grievances of women employees relating to issues other than sexual harassment which have to be dealt as per the relevant provisions of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

6.3 The Grievance Committees should not look into technicalities but help to establish good communication between the Management and the employee.

6.4 The Grievance Committees should make every effort to remove misunderstandings and to develop congenial atmosphere in the Company.

6.5 The Grievance Committees shall consider only individual grievances of specific nature of an employee and preferred individually by the concerned aggrieved employee.

7.0 Meetings of the Grievance Committees

7.1 The Grievance Committee will meet at least once in three months. However it may also meet earlier as and when necessary, at the instance of Chairperson.

7.2 The notice of the meeting shall be given by the Convener at least 10 days prior to the date of meeting. Presence of 3/4th of the members including the Chairperson and Convener will form the quorum.

7.3 The agenda of the meeting shall be prepared by the Convener taking into account the grievances submitted to him. The agenda papers shall be circulated by the Convener to the members along with the notice of the meeting.

8.0 Procedure for representation and redressal of Grievances of Workers including temporary worker engaged by the Company.

8.1 There will be a three-tier grievance procedure with further provision for appeal, as detailed below.

8.2 Stage I- Verbal representation to immediate superior/Controlling Officer:

An aggrieved employee may present his grievance verbally in person to his immediate superior/Controlling Officer. The Immediate superior/Controlling Officer will give his verbal reply to employee within 10 days from the date of receipt of verbal complaint. In case the grievance is arising out of a Management order, the order shall be complied with, before this procedure is invoked.

8.3 Stage II- Application to HR Department

- (a) If the aggrieved employee is not satisfied with the verbal reply of the immediate superior/Controlling Officer or if he fails to receive any verbal reply from the Immediate superior/Controlling Officer within the stipulated period, he may submit an application to the HR department addressed to DGM (HR) through his Controlling Officer.
- (b) DGM (HR) or the Officer designated for the purpose shall give acknowledgement of the application to the aggrieved employee.
- (c) In examining the grievance, the Officer designated for considering Stage-II grievance, may consult on such matters, as he may deem it necessary or advisable, with Officer/s of HR department or any other department, in order to deal with the grievance at an early date. The designated Officer in HR shall submit his recommendation to Head HR through DGM(HR) for approval and he, upon obtaining approval, shall intimate the decision to the aggrieved employee in writing within 30 days time from receipt of application through proper channel. The recommendation shall be within the framework of the existing Rules/Policies of the Company. The Officer/s of HR department or any other department with whom the required details are available or known shall render all necessary assistance to the nominated Officer for speedy disposal of the matter. HR department shall maintain the details such as Name of employee, Badge No., date of submission, gist of grievance and gist of decision taken, in a register.

- (d) If the designated Officer feels that the grievance might be settled at his level, if further extension of time is given, the period may be extended by further 15 days. In case the grievance is arising out of a Management order, the order shall be complied with, before this procedure is invoked.

8.4 Stage III- Application to Divisional Grievance Redressal Committee (DGRC)

- (i) If the employee is not satisfied with the decision communicated to him by the Officer of HR department designated for the purpose or fails to receive a reply within the stipulated period, he may present his grievance to the Convener of respective Divisional Grievance Redressal Committee (DGRC) where he is posted, in **Grievance Form I** through his Controlling Officer and Division Head within 15 days of receipt of reply by him at Stage II or failure to receive any reply, as the case may be, stating the reason why he is not satisfied with the reply received by him at Stage-II. The DGRC may also entertain grievances of the employees directly if there are genuine and justifiable grounds on case to case basis. Acknowledgement of the application shall be issued to the aggrieved employee by the Convener, DGRC.
- (ii) The DGRC shall consider the grievance and deliberate in detail and for the purpose, if necessary, may afford personal hearing to the aggrieved employee for presentation of further facts.
- (iii) Copy of the decision taken by HR department at stage II shall be submitted to the DGRC by the concerned Officer of HR. DGRC shall have the powers to call for further details from the Officer/s of HR or other departments who shall render necessary assistance including furnishing of required information without delay for the speedy disposal of the matter. The committee may also enforce the attendance of the Officer concerned in HR department to assist the committee during the proceedings, if required.
- (iv) If the grievance of an employee relates to a Member of DGRC, he will not participate in the deliberations pertaining to that particular grievance.
- (v) The DGRC shall complete its proceedings within forty-five days from the date on which the Committee initially considered the written application (Grievance Form I) submitted by the aggrieved

party. The recommendations of DGRC shall be concurred by majority of the members present in the meeting including the Chairperson and Convener and routed through Head of HR for onward transmission to Division Head for approval. The final decision taken by the Division Head shall be communicated to the aggrieved employee through proper channel. The responsibility to communicate the decision shall rest with the convener of the DGRC.

- (vi) The recommendations of the DGRC shall be in conformity with the extant Rules, Regulations, Orders, Instructions, Guidelines, etc. of the Company on the subject.

8.5 Stage IV - Appeal

- (a) If the employee is not satisfied with the decision of DGRC or no recommendation is made by DGRC, he shall have the right to appeal to the CMD, within 30 days from the date of receipt of decision of DGRC. The appellate Authority shall, within one month from the date of receipt of such appeal, dispose of the same and send a copy of his decision to the employee concerned.
- (b) The decision of the Appellate Authority shall be final and binding and no further correspondence on this shall be entertained.

9.0 Maintenance of Registers and Records

- 9.1** A register of grievances shall be maintained by the Convener, DGRC in the prescribed proforma (**Register of Grievance - I**) to record the grievances of the employee and the action taken for their redressal at each stage. The convener shall properly document and file the proceedings/minutes of DGRC.

10.0 Procedure for representation and redressal of Grievances of Managerial Employees in Sub Layer, Layer 1 and Layer 2, including Engineers/Officers engaged on temporary basis.

- 10.1** There will be a two-tier grievance procedure for all Managerial Employees in Sub Layer, Layer 1 and Layer 2, including Engineers/Officers engaged on temporary basis, with further provision for appeal as detailed below.

10.2 Stage I- Application to HR Department

- (a) An aggrieved employee may submit an application to the HR department addressed to DGM (HR) through his Controlling Officer, within a period of 30 days from the date on which the cause of grievance or complaint arose or took place.
- (b) DGM(HR), may at his discretion, relax the time limit if he is satisfied that there are genuine and justifiable grounds due to which the employee could not submit his grievance within the stipulated period of 30 days. DGM(HR) or the Officer designated for the purpose shall give Acknowledgement of the application to the aggrieved employee.
- (c) The DGM(HR) or another Officer of HR department designated for the purpose, may consult on such matters, as he may deem it necessary or advisable, with Officer/s of HR department or any other department, in order to deal with the grievance at an early date. The Officer/s of HR department or any other department with whom the required details are available or known shall render all necessary assistance to the DGM (HR)/ designated Officer for speedy disposal of the matter. The recommendation shall be within the framework of the existing Rules/Policies of the Company. The DGM(HR) / designated Officer of HR shall submit his recommendation to Head of HR for approval and he, upon obtaining approval, shall intimate the decision to the aggrieved employee in writing within 30 days time through proper channel. DGM(HR) or another Officer of HR department designated for the purpose shall maintain the details such as Name of employee, Badge No., date of submission, gist of grievance and gist of decision taken, in a register.
- (d) If the DGM(HR) or the designated Officer, as the case may be, is of the view that the grievance might be settled at his level, if further extension of time is given, the period may be extended by further 15 days. In any event, in case the grievance is arising out of a Management order, the same shall be complied with, before this procedure is invoked.

10.3 Stage II- Application to Inter Divisional Grievance Redressal Committee (IDGRC)

- (i) If the employee is not satisfied with the decision communicated to him by the DGM(HR)/ designated Officer of HR or fails to receive a

reply within the stipulated period, he may present his grievance to the Convener, Inter Divisional Grievance Redressal Committee (IDGRC) in **Grievance Form-I** through his Controlling Officer and Division Head within 15 days of receipt of reply by him at Stage I or failure to receive any reply, as the case may be, stating the reason why he is not satisfied with the reply received by him at Stage-I. The IDGRC may also entertain grievances of the employees directly if there are genuine and justifiable grounds on a case to case basis. Acknowledgement of the application shall be issued to the aggrieved employee by the Convener, IDGRC.

- (ii) The IDGRC shall consider the grievance and deliberate in detail and for the purpose, if necessary, may afford personal hearing to the aggrieved employee for presentation of further facts.
- (iii) Copy of the decision taken by HR department at stage I shall be submitted to the IDGRC by the concerned Officer of HR. The IDGRC shall have the powers to call for further details from the Officer/s of HR or other departments who shall render necessary assistance including furnishing of required information without delay for the speedy disposal of the matter. The committee may also enforce the attendance of the Officer concerned in HR department to assist the committee during the proceedings, if required.
- (iv) If the grievance of an employee relates to or is against a Member of IDGRC, he will not participate in the deliberations pertaining to that particular grievance.
- (v) The IDGRC shall complete its proceedings within sixty days from the date on which the Committee initially considered the written application (Grievance Form-I) submitted by the aggrieved employee. The recommendations of IDGRC shall be concurred by majority of the members present in the meeting including the Chairperson and Convener and routed through Head of HR for onward transmission to the Functional Director for approval. The final decision taken by the Functional Director shall be communicated to the aggrieved employee through proper channel. The responsibility to communicate the decision shall rests with the convener of the IDGRC.

- (vi) The recommendations of the IDGRC shall be in conformity with the extant Rules, Regulations, Orders, Instructions, Guidelines, etc. of the Company on the subject.

10.4 Stage III - Appeal

- (a) If the employee is not satisfied with the decision of IDGRC, he shall have the right to appeal to the CMD, within 30 days from the date of receipt of decision of IDGRC. The appellate Authority shall, within one month from the date of receipt of such appeal, dispose of the same and send a copy of his decision to the employee concerned.
- (b) The decision of the Appellate Authority shall be final and binding and no further correspondence on this shall be entertained.

11.0 Maintenance of Registers and Records

11.1 A register of grievances shall be maintained by the Convener, IDGRC in the prescribed proforma (**Register of Grievance - I**) to record the grievances of the employee and the action taken for their redressal at each stage. The Convener shall properly document and file the proceedings/minutes of IDGRC

11.2 The employee shall not take recourse to any other remedies for redressal of his grievance until all the stages of the Grievance Redressal System are exhausted.

12.0 Procedure for representation and redressal of Grievances- Managerial Employees at the DGM level

12.1 There will be a two-tier grievance procedure for all Managerial Employees at the DGM level with further provision for appeal as detailed below.

12.2 Stage I – Application to HR department

- a) An aggrieved employee at the DGM level may submit an application to the HR Department addressed to Head of HR through his Division Head, within a period of 30 days from the date on which the cause of grievance or complaint arose or took place.

- b) Head of HR may, at his discretion, relax the time limit if he is satisfied that there are genuine and justifiable grounds due to which the employee could not submit his grievance within the stipulated period of 30 days. The Officer of HR Department designated for the purpose shall give acknowledgement of the application to the aggrieved employee.
- c) Officer of HR Department designated for the purpose may consult on such matters, as he may deem it necessary or advisable, with Officer/s of HR Department or any other Department, in order to deal with the grievance at an early date. The Officer/s of HR Department or any other Department with whom the required details are available or known shall render all necessary assistance to designated Officer for speedy disposal of the matter. The recommendation shall be within the framework of the existing Rules/Policies of the Company. The designated Officer of HR shall submit his recommendation to Head of HR for approval and he, upon obtaining approval, shall intimate the decision to the aggrieved employee in writing within 30 days time through proper channel. The Officer of HR Department designated for the purpose shall maintain the details such as Name of employee, Badge No., date of submission, gist of grievance and gist of decision taken, in a register.
- d) If Head of HR is of the view that the grievance might be settled at his level, if further extension of time is given, the period may be extended by further 15 days. In any event, in case the grievance is arising out of a Management order, the same shall be complied with, before this procedure is invoked.

12.3 Stage II – Application to Corporate Grievance Redressal Committee (CGRC)

- i. If the employee is not satisfied with the decision communicated to him by Head of HR/designated Officer of HR or fails to receive a reply within the stipulated period, he may present his grievance to the Convener, Corporate Grievance Redressal Committee (CGRC) in Grievance Form-I through his Division Head within 15 days of receipt of reply by him at Stage I or failure to receive any reply, as the case may be, stating the reason why he is not satisfied with the reply received by him at Stage-I. The CGRC may also entertain grievances of the employees directly if there are genuine and

justifiable grounds on a case to case basis. Acknowledgement of the application shall be issued to the aggrieved employee by the Convener, CGRC.

- ii. The CGRC shall consider the grievance and deliberate in detail and for the purpose, if necessary, may afford personal hearing to the aggrieved employee for presentation of further facts.
- iii. Copy of the decision taken by HR Department at Stage-I shall be submitted to the CGRC by the concerned Officer of HR. The CGRC shall have the powers to call for further details from the Officer/s of HR or other departments who shall render necessary assistance including furnishing of required information without delay for the speedy disposal of the matter. The Committee may also enforce the attendance of the Officer concerned in HR Department to assist the Committee during the proceedings, if required.
- iv. If the grievance of an employee relates to or is against a Member of CGRC, he will not participate in the deliberations pertaining to that particular grievance.
- v. The CGRC shall complete its proceedings within sixty days from the date on which the Committee initially considered the written application (Grievance Form-I) submitted by the aggrieved employee. The recommendations of CGRC shall be concurred by majority of the members present in the meeting including the chairperson and convener and forward its recommendations to CMD for approval. The final decision taken by the CMD shall be communicated to the aggrieved employee through proper channel. The responsibility to communicate the decision shall rest with the Convener of the CGRC.
- vi. The recommendations of the CGRC shall be in conformity with the extant Rules, Regulations, Orders, Instructions, Guidelines, etc. of the Company on the subject.

13.0 Maintenance of Registers and Records

13.1 A register of grievances shall be maintained by the Convener, CGRC in the prescribed proforma (**Register of Grievance - I**) to record the grievance of the employee and the action taken for its redressal. The convener shall properly document and file the proceedings/minutes of CGRC.

13.2 The employee shall not take recourse to any other remedies for redressal of his grievance until the remedy provided hereinabove has been exhausted.

14.0 Grievances of employees at GM level

Grievances, if any, of employees at GM level shall be submitted to CMD through Functional Directors. The decision of CMD or if referred to the Board of Directors, as the case may be, in this regard shall be final and binding and no further correspondence on this shall be entertained.

15.0 Review

The above procedure for redressal of grievances will be reviewed from time to time and suitable modifications etc. in the procedure will be effected by the Management.

XXXXXX-----XXXXX



GRIEVANCE FORM - I

(See Clause 8.4 (i), 10.3 (i) and 12.3(i))

To
The Convener,
Divisional Grievance Redressal Committee (DGRC) /
Inter Divisional Grievance Redressal Committee (IDGRC) /
Corporate Level Grievance Redressal Committee (CGRC) /
(Strike out whichever is not applicable)

Through: Controlling Officer / Division Head

Name of the Employee: _____ Badge No. _____

Designation: _____ Department: _____

Nature of the Grievance and grounds for filing:

Date:

Signature of the Employee



REGISTER OF GRIEVANCE - I

(See Clause 9.1, 11.1 and 13.1)

1. Sl. No. :
2. Name of the Employee
& Badge No. :
3. Gist of Grievance :
4. Date of presentation to
HR department (if applicable) :
5. Date of communication by HR :
6. Date of presentation to Committee :
7. Gist of reply given and date of
Communication :
8. Date of filing appeal (if applicable) :
9. Gist of decision of Appellate Authority &
Date of communication to employee :
10. Remarks :
11. Signature of the Convener :

2. SC/ST EMPLOYEES GRIEVANCE CELL

1.0 Objectives:

- 1.1 To enlighten the employees with regard to the safeguards that are provided by the Government of India in the matters of recruitment, promotion and other service matters of SC/ST employees.
- 1.2 To function as a Grievances Redressal Cell for prompt disposal of grievances and representations of SC/ST employees and assisting the Liaison Officer in ensuring due compliance of orders and instructions pertaining to reservation of vacancies and other benefits admissible to SC/ST employees from time to time.

2.0 Constitution of SC/ST Employees Grievance Cell

2.1 The SC/ST Employees Grievance Cell (hereinafter referred to as Cell) shall be constituted as under:

- a) Chairperson - Chief Liaison Officer of SC/ST
- b) Four members - Two officers each representing SC and ST.
- c) Other members - All liaison Officers from HR
- d) Convener - Officer from HR dealing with IR matters

3.0 Term of the Cell:-

3.1 The term of the Cell shall be three years. However, Management shall be at liberty to extend the term of the Cell beyond three years on justifiable grounds.

3.2 Provided that vacancy in any of the Cell caused by separation from the services or transfer, shall be duly replenished for the unexpired period of the term of the Cell.

4.0 Functions of the Cell

4.1 Encouraging the SC/ST employees to express their grievances freely and frankly without any fear of being victimized.

4.2 To entertain written and signed complaints and petitions of SC/ST employees in respect of matters directly affecting them individually.

- 4.3 To ensure that the grievances are registered and addressed promptly through proper recording of details for future reference.
- 4.4 To enquire into the grievances, and make recommendations and report to the concerned authorities.
- 4.5 To monitor the progress of disposal of the grievance.
- 4.6 To ensure disposal of grievances within the time frame.
- 4.7 To assist Liaison Officer in ensuring due compliance of orders and instructions pertaining to reservation of SC/ST employees and other benefits admissible to them from time to time
- 5.0 Meetings of Cell
- 5.1 The Cell will meet at least once in three months. However it may also meet earlier as and when necessary, at the instance of Chairperson.
- 5.2 The notice of the meeting shall be given by the Convener at least 10 days prior to the date of meeting.
- 5.3 The agenda of the meeting shall be prepared by the Convener taking into account the grievances submitted to him. The agenda papers shall be circulated by the Convener to the members along with the notice of the meeting.
- 6.0 Procedure for representation and redressal of Grievances of SC/ST Employees
- 6.1 An aggrieved SC/ST employee may submit an application in the prescribed (Grievance Form - II) to the Convener of the Cell within a period of 30 days from the date on which the cause of grievance or complaint arose or took place. Acknowledgement of the application shall be issued to the aggrieved employee by the Convener of the Cell.
- 6.2 The Cell shall consider the grievance and deliberate in detail and for the purpose, if necessary, may afford personal hearing to the aggrieved employee for presentation of further facts.
- 6.3 The Cell shall have the powers to call for details from the Officer/s of HR or other departments who shall render necessary assistance

including furnishing of required information without delay for the speedy disposal of the matter. The Cell may also enforce the attendance of the Officer concerned in HR department to assist the committee during the proceedings, if required.

- 6.4 The Cell shall complete its proceedings within sixty days from the date of receipt of his written application and forward its recommendations to Head of HR. The final decision taken by the competent authority shall be communicated to the aggrieved employee through proper channel. The responsibility to communicate the final decision shall rest with the Convener of the Cell.
- 6.5 The recommendations of the Cell shall be in conformity with the extant Rules, Regulations, Orders, Instructions, Guidelines, etc. of the Company and Govt. of India on the subject.
- 7.0 Maintenance of Registers and Records
- 7.1 A register of grievances shall be maintained by the Convener of the Cell in the prescribed proforma (Register of Grievance - II) to record the grievances of the employees and the action taken for their redressal. The convener shall properly document and file the proceedings/minutes of Cell.



GRIEVANCE FORM II
(See Clause 6.1)

To
The Convener,
SC/ST Employees Grievance Cell

Through: Controlling Officer/Division Head

Name of the Employee: _____ Badge No. _____

Designation: _____

Department: _____

Nature of the Grievance:

Date:

Signature of the Employee



REGISTER OF GRIEVANCE - II
(See Clause 7.1)

1. Sl. No. :
2. Name of the Employee
& Badge No. :
3. Gist of Grievance :
4. Date of presentation to SC/ST Cell :
5. Gist of reply given & Date of communication :
6. Remarks :
7. Signature of the Convener :

3. INTERNAL COMMITTEE UNDER THE SEXUAL HARASSMENT OF WOMEN AT WORKPLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013

1.0 Objective

The objective of the Internal Committee is to take consistent action for prevention, prohibition and redressal of complaints of sexual harassment of women employees at the workplace and for matters connected therewith or incidental thereto.

2.0 Constitution of Internal Committee.

The “Internal Committee” (hereinafter referred to as IC) shall be constituted as under:

- a) Presiding Officer - Woman employee at CGM/GM level
- b) Two members - GM/DGM level (of which one member shall be woman employee)
- c) One outside member- Shall be from amongst non - governmental organizations or associations committed to the cause of women or a person familiar with the issues relating to sexual harassment.
- d) Convener - Woman employee in Managerial Cadre from HR

3.0 Meetings of the IC

The IC will meet at least once in three months, if complaints are received. However it may also meet earlier as and when necessary, at the instance of Chairperson.

4.0 Term of IC:-

- 4.1 The Presiding Officer and every Member of the Internal Committee shall hold office for such period, not exceeding three years, from

the date of their nomination as may be specified by the Management.

4.2 Provided that vacancy in IC caused by separation from the services or transfer, or removal upon disqualification shall be filled by fresh nomination.

5.0 Duties, Functions and Powers of IC

The IC shall be vested with the duties, functions and powers as laid down under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

6.0 The IC shall be deemed to be the inquiry authority appointed by the Disciplinary Authority for the purpose under Service Rules/Standing Orders and therefore all proceedings/ examination of witnesses etc. shall be in writing and in conformity with the principles of natural justice.

7.0 Confidentiality of contents of complaint and inquiry proceedings

Notwithstanding anything contained in the Right to Information Act, 2005, the contents of the complaint made and the identity and addresses of the aggrieved woman, respondent and witnesses, any information relating to conciliation and inquiry proceedings, recommendations of the IC, and the action taken by the Company in this regard shall not be published, communicated or made known to the public, press and media in any manner.

8.0 Annual report

The IC shall in each calendar year prepare and submit an annual report with respect to cases of sexual harassment at workplace, to the Company in accordance with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules framed thereunder, as amended from time to time. The said annual report inter alia shall contain (i) No. of complaints received during the year (ii) No. of complaints disposed of during the year (iii) No. of cases pending for more than 90 days.

9.0 Maintenance of Registers and Records

A register of grievances shall be maintained by the Convener, IC in the prescribed proforma (Register of Complaints under IC) to record the complaints of the aggrieved woman employee and the action taken for its redressal. The convener shall properly document and file the proceedings of IC.



REGISTER OF COMPLAINTS UNDER IC
(See Clause 9.0)

1. Sl. No. :
2. Name of the Employee
& Badge No. :
3. Gist of Complaint :
4. Date of presentation to IC :
5. Gist of action :
6. Remarks :
7. Signature of the Convener :