

## **Procedure for Employee Complaint / Grievance Redressed**

### **Purpose:**

The purpose of this procedure is to ensure that the employee grievance / complaints are addressed in timely manner, and they are resolved effectively.

### **Scope**

The procedure is applicable to Navneet Education Limited including, all the office locations, warehouse/ depots, Sales Offices, and factories.

### **References**

Export client requirements / Social Audit Requirement  
BRSR requirement  
ID ACT  
ILO Convention

### **Responsibility**

Employee is responsible for raising the complaint to his/her HOD or immediate supervisor. In the absence of such person, he/she can raise the grievance to the local / central HR.

Concerned Dept. Head/ Plant Supervisor/ Plant Manager is responsible for understanding the grievance, and reasons from the complainant.

Local HR/ Central HR: If the grievance is not resolved by the immediate HOD or Plant Supervisor or Plant Manager, the complainant can approach the Local HR/ Central HR to find the resolution.

Procedure:

Sr.no.	Procedure	Responsibility	Document reference
1.	All employees shall be made aware of the Terms and Conditions, organizational procedures and rules and regulations which are in force and shall be always governed by these.	Human Resource / Compliance Team / Grievance Committee	HR induction for new joiners / Employee Grievance redressal training
2.	Employee grievance could be on the following areas-  Workplace conditions & Health and Safety Grievances Wage & benefits Grievances Employment Contracts & Job Security Grievances Workplace Harassment & Discrimination Grievances Working Hours & Leave Grievances Workplace Rights & freedom of Association Grievances Ethical & Corporate Social responsibility		

	Grievances		
<b>Steps for Employee Grievance</b>			
3.	In case of grievance on any matter, aggrieved employees shall reach out to their supervisors / foremen / managers for resolution of its grievance. It is the responsibility of the immediate superior to resolve the grievance of an individual employee within 24 hours of receipt of such grievance at his level,	Immediate supervisors / foremen / managers	Employee Grievance Form
4.	In case the individual is not satisfied with the response / update given by the Supervisor, /Superiors within 24 hours on his/her grievance, He/she shall approach the concerned department heads along with their immediate superiors. The respective HOD is compelled to resolve his grievance within next 48 hours from the time of receipt of the grievance.	Respective HOD	Employee Grievance form
5.	<p>In case the respective HOD's is not able to resolve the employee grievance / the aggrieved employee is not satisfied with the response of HOD within stipulated time, he/she shall escalate the said grievance to Grievance Committee Chairperson (as identified by the management) for the directly or through any grievance committee member for appropriate resolution. It will be the responsibility of the Grievance Committee Chairperson along with the respective committee member to counsel the aggrieved employee and resolve his/her grievance within next 30 days of receipt of such grievance. In the event where the aggrieved employee is not satisfied with the resolution given by the Grievance Manager/Committee, he/she can contact Plant In-charge for its appropriate resolution within next 1 month.</p> <p>In case the resolution on grievance provided by the Management is not satisfactory, aggrieved Person can approach to the appropriate appealing authority (Labour Office / Labour Court) as nominated by the State Government for resolution on the grievance.</p>	Grievance Manager	Employee Grievance form
6.	Navneet Education Limited follows an open-door policy for employees to reach Plant Management/ / Grievance Committee Chairperson freely at any time for any grievance redressal. If the employee does not want to follow the escalation Stages mentioned above for any reason and if situations require, he/she can break above hierarchy and reach the next level /	Grievance Redressal committee / Plant Management	

	top management directly		
7.	Alternatively, the complaint / grievance can be deposited in the suggestion/ Grievance box in written. The employee can choose to skip his/her identity (Anonymous) while writing the grievance an putting it in the Grievance Box.	Aggrieved Employee	
8.	Management has placed Suggestion/ grievance box at 3 conspicuous places within factory i.e. Canteen Building, Production Unit 1 and Logistics dept for employees' easy access to such boxes	NEL Management / Grievance Committee	
9.	<p>All the above-mentioned suggestion/ Grievance boxes shall be opened by the Compliance dept. representative twice a week on each Monday &amp; Thursday between 10 am to 12 pm. Further all the grievance received in the boxes are to be recorded in the Grievance Logbook (Annexure A) maintained for such recording by the Compliance Officer. All received grievances are then to be submitted to the Grievance committee Chairperson / Member for its redressal proceedings (as per Annexure B).</p> <p>The Grievance Committee shall meet quarterly to review patterns in the employee grievances and recommend improvements to workplace policies In consultation with Plant Management.</p>	Compliance Dept. / Grievance Committee / Plant Management	
10.	For known grievances, the aggrieved employee may be called by the Grievance Committee Chairperson / Member to seek additional information as per requirement. It will be the duty of the Grievance Committee to resolve the received grievance within 30 days after appropriate discussion with the Management as deem fit. However, the status update on the grievance shall be provided by the Grievance Committee to the aggrieved employee from time to time.	Grievance Committee	
11.	In case of anonymous Grievance received, it shall be communicated to all the workers immediately within next 24 hours by the Grievance Committee by calling a special meeting at a common assembly point. However, in case of anonymous grievance, since the identity of the aggrieved employee is not known, Grievance committee / Management will seek additional information as required by calling all employees at common assembly area and will appeal all to provide the additional information in order to	Grievance Committee	

	<p>redress the grievance in timely manner. If no response is received in the box, appropriate authority will appeal for the additional information by putting the details of anonymous grievance on the Grievance Notice board kept in the canteen.</p> <p>Once the grievance is resolved, it will be communicated to all by calling all employees at common assembly point and also but putting the status update on the Grievance Notice board kept in Canteen.</p>		
12.	<b>Grievance Redressal Process</b>		
13.	<p>Members of Grievance Redressal committee:'</p> <p>Grievance Committee Chairperson</p> <p>Grievance committee Members</p> <p>Plant in charge as required.</p> <p>Compliance manager as required</p>		
14.	During the Grievance redressal process following code will be practiced by the Grievance committee Chairperson / Committee Members / Plant management / Compliance Team		
15.	Grievance shall be received or submitted in oral / written. However, any oral grievance so submitted shall be recorded in written (in the preferred language of the aggrieved employee) and the person receiving such grievance shall obtain the aggrieved employee signature for grievance validation.		
16.	Any grievance received & resolved by any Plant Management Representative shall submit the details of grievance to the Grievance Committee for official records and review.	Plant Management Representative / Grievance redressal committee	
17.	If so desired, the identity of the aggrieved employee will be protected and will not be disclosed with others.	Grievance Committee / Plant Management	
18.	The employee who has made the grievance shall be protected against all sorts of retaliations and undue consequences.	Grievance Committee / Plant Management	
19.	In case the grievance so received is not clear / ambiguous and more details are required on same to resolve it, the Grievance Committee may appeal to all employees in public to provide additional details. In case no additional details are received within 48 hours from the date of receipt of such Grievance, such grievance will be discarded in view of insufficient details with appropriate	Grievance Manager / Aggrieved Employee	

	communication to all by the Grievance Committee.		
20.	Records of all grievance so received will be maintained by the Grievance committee members for future references.	Grievance Committee	Employee Grievance form
21.	Grievance Records shall be preserved for a period of 5 years only.	Grievance Committee	

## **Annexure A – Suggestion / Grievance Box Log-Book**

**Date of visit –**

### **Box 1 – Canteen Location**

<u>Sr No.</u>	<u>Record Type</u>	<u>No of Records received</u>
A	Suggestion	
B	Grievance	
Total		

### **Box 2 – Unit 1 Production Building**

<u>Sr No.</u>	<u>Record Type</u>	<u>No of Records received</u>
A	Suggestion	
B	Grievance	
Total		

### **Box 3 – Logistics Building**

<u>Sr No.</u>	<u>Record Type</u>	<u>No of Records received</u>
A	Suggestion	
B	Grievance	
Total		

**Sign of Compliance Officer**

## **Annexure B - Grievance Recording Log Book**

Grievance Type – Anonymous / Public

Grievance Receipt Date –

Aggrieved Employee Name & ID, if available –

Grievance Received by –

Grievance details –

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Action taken on Grievance reported –

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Status of Grievance –

Grievance closure date –

Signature of Aggrieved Employee, if any –

Signature of Plant Management Representative / Grievance Manager –



**NAVNEET EDUCATION LIMITED**

**GRIEVANCE REDRESSAL  
LOG BOOK**