



# EMPLOYEE DISCIPLINE AND GRIEVANCE HANDLING

## Group-2

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# **TOPIC OF DISCUSSION**

**Grievance Vs Discipline**

**Causes of Indiscipline**

**Process for Disciplinary Action**

**Purpose of Grievance Handling**

**Ways of Handling Grievance**

**Scope of Grievance Handling**

**Benefits**

**Grievance Handling Process**



## **GRIEVANCE VS DISCIPLINE**


### **Grievance**

**Provides the employee with a process for resolving a complaint they are unable to resolve through regular communications with their superior/manager**

### **Discipline**

**Gives a employer a process for handling an employee who is not meeting the expected standards of performance or behavior**

## Causes of Indiscipline

- Ineffective leadership which cannot control, coordinate and motivate workers.
  - Low wages and poor working conditions.
  - Lack of promotional opportunities due to which people feel stagnated.
  - Absence of any code of conduct to regulate behaviour on both sides.
  - Lack of timely redressal of workers grievances. Unfair management practices.
  - Defective communication system.
  - Lack of workers education.
  - Uninteresting work.
  - Outside political influences.
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# Process for Disciplinary Action

Should be based on the principal of Natural Justice

List of action to be taken should be commensurate to the offence/ misconduct: minor or major:  
Demotion, Suspension, Dismissal

Employee and employer given opportunity to present their case; decision to be taken by Disciplinary Committee

Implementation of action

Documentation of the entire procedure

Provision of Appeal to Appellate Authority (should be higher than Disciplinary Committee)



## **Grievances :**


A grievance is a formal dispute between an employee & management on the conditions of employment.

Grievances are complaints that have been formally registered in accordance with the grievance procedure.

A grievance is any dissatisfaction or feeling of injustice in connection with one's employment situation that is brought to the attention of the management.



## Purpose of the Grievance Handling

- Allow employees and management to resolve problems
  - Allow employees to voice concerns workplace and environment
  - Keep lines of communication open
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# W'S OF GRIEVANCE HANDLING

THE "WHO, WHAT, WHEN, WHERE, AND WHY" OF GRIEVANCES:

WHO : is involved in the grievance, name or names, check or department number, and seniority date? Don't forget the steward or Union representative who may be involved.

WHEN : did the grievance occur? Date and time, day of week, exact time when act or omission took place, which created the grievance.


WHERE : did the grievance occur? Exact location, department, machine, aisle, etc.

WHY : is this a grievance? What has been violated the contract, supplement, past practice, law, ruling or awards, personal rights, etc.?

WHAT : happened that caused the violation? Improper promotion or transfer, What adjustment is necessary to completely correct the alleged injustice, to place the aggrieved in the same position he would have been in had not the grievance occurred? What, if any, is the total liability to the Company?




## Grievance handling must address the following issues :


- Compensation
  - Amenities
  - Conditions of work
  - Continuity of service
  - Disciplinary action
  - Fines
  - Leave
  - Sexual Harassment
  - Superannuation
  - Medical benefits
  - Nature of job
  - Payments
  - Promotions
  - Safety environment
  - Transfers
  - Victimization
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# How to Prevent a Grievance

Identify potential causes

- Correct problems promptly
  - Encourage corrective suggestions
  - Establish and reaffirm policies and work rules
  - Communicate and give advance notice of changes
  - Keep employees informed of their progress
  - Be objective
  - Learn to listen
  - Be consistent
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# BENEFITS OF GRIEVANCE HANDLING

- It encourages employees to raise concerns without fear of reprisal.
  - It provides a fair & speedy means of dealing of grievances.
  - It prevents minor disagreements developing into more serious disputes.
  - It saves employer's time & money as solutions are found for workplace problems.
  - It helps build in organizational climate based on openness and trust.
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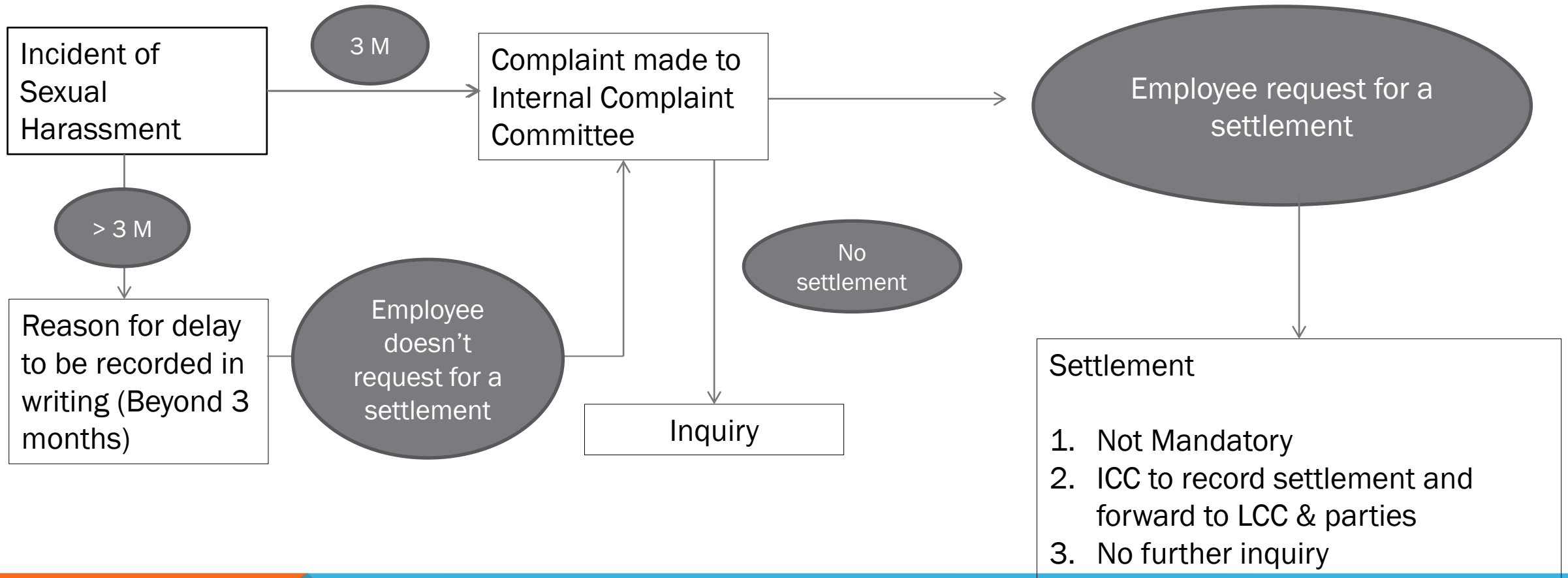
# Constitution of Grievance Handling Committee/ Internal Complaint Committee

Mandatory for Organization > 10 Employees	
50% shall be women	
Chairman / Presiding Officer	Women working at Senior Level
2 Members	Among employees having legal knowledge/ social work experience/
Members	From NGO/ association committed to cause of Women or person familiar with issues of Sexual Harassment
ICC to prepare and submit an annual report to the employer / District Officer	

# Constitution of Local Complaints Committee

Mandatory for Organization < 10 Employees	
50% shall be women	
Chairman / Presiding Officer	Eminent Women working at Social worker and cause of Woman
2 Members	Among employees having legal knowledge/ social work experience/ cause of woman
Members	Nominated from among the woman working in the block or tehsil or ward
Ex officio Member	Working for Social Welfare of woman and child development

# GRIEVANCE REDRESSAL PROCESS



# GRIEVANCE REDRESSAL PROCESS

