

GROUP 6- STAFF GRIEVANCE AND INTERNAL COMPLAINTS COMMITTEE

Members of the Group:

- **Dr. Bharath Krishnan**
- **Dr. Vikram Sagar T. V.**
- **Ms. K. Ramalakshmi**
- **Ms. Anjala Prasad**
- **Mr. K.Parthasarathy**
- **Mr. M.Kesavan**
- **Mr. S. Jeyakumar**

Reviewed By :
Dr. LalluJoseph
Dr. JosephFidelis
Dr. Babu Narayan

GRIEVANCE DEFINED

- A grievance as a complaint of one or more workers with respect to wages and allowances, conditions of work and interpretation of service, condition covering such areas as overtime, leave, transfer, promotion, seniority, job assignment and termination of service.

By International Labour Organization(ILO)



FEATURES OF GRIEVANCES

- Discontent or Dissatisfaction
- Dissatisfaction must arise out of employment & not due to personal reasons.
- The discontentment can arise out of real or imaginary reasons.
- The discontent may be voiced or unvoiced but it must expression in some form.
- Broadly speaking a grievance is noticeable & traceable to real or perceived non-fulfillment of one's expectations.

BENEFITS OF GRIEVANCE HANDLING PROCEDURES

1. It encourages employees to raise concerns without fear of reprisal.
2. It provides a fair & speedy means of dealing of grievances.
3. It prevents minor disagreements developing into more serious disputes.
4. It saves employer's time & money as solutions are found for workplace problems.
5. It helps build in organizational climate based on openness and trust.

PROCEDURE

There will be a three tier grievance procedure with further provision of appeal, as detailed below:

Stage-I

An aggrieved employee may in the first instance meet his immediate superior officer and present the grievance orally to him.

In case he is not satisfied, he can present his grievance in the prescribed form (Form I) to the concerned Sectional Head within **15 days** from the date on which the act of grievance or complaint arose or came to his notice.

The concerned Sectional Head after making necessary enquires will give reply to the aggrieved employee within a time of **10 days**.

Stage-II

In case the employee is not satisfied with the decision communicated to him at Stage-I or fails to receive the reply within stipulated period, he/she may submit his grievance in the prescribed form within a period of **15 days** to the Head of Department for the latter's consideration.

He aggrieved employee who has filed a Stage-II grievance may be allowed to present his/her case in person, if he/she so desires at this stage. The aggrieved employee will be replied to **within three weeks of the receipt** of his grievance at Stage-II.

Stage-III

At this stage, the grievance will be looked into by a Grievance Committee, to be constituted by the respective General Managers Director(HR)

The decision of the Grievance Committee will be communicated to the aggrieved employee within 30 days from the date of receipt of the grievance at Stage-III.

Appeal

In case the employee still remains dissatisfied even after Stage-III, he may appeal to the Executive Director(HR)/ General Manager of the Plant within a period of 10 days from the date of receipt of the decision from the Grievance Committee. After the examination and consideration, the decision of the Executive Director (HR)/General Manager will be communicated to the aggrieved employee within a month of the receipt of his appeal.

GENERAL :

It would be the endeavor of the Management to ensure speedy implementation of the decision of the Grievance Committee and the General Manager of the plants, as the case may be.

INTERNAL

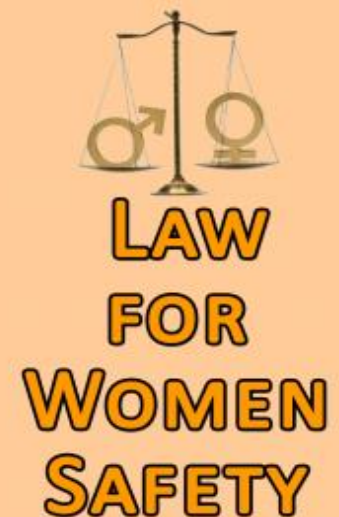
COMPLAINTS

COMMITTEE



FORMATION OF LAW

- Constitution of India
- The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013
- Vishaka guidelines as per the norms of Supreme Court of India



Definition of Sexual Harassment:

- "Sexual harassment" includes any unwelcome sexually inclined behaviour, whether directly or indirectly, such as:
- Physical contact and advances
- Demand or request for sexual favours
- Sexually coloured remarks
- Showing any pornography, or
- Any other unwelcome physical, verbal or non-verbal conduct of sexual nature

What are the possible actions that can be taken against the respondent?

- Warning
- Written apology
- Bond of good behaviour
- Adverse remark in the Confidential Report
- Stopping of increments/promotion
- Suspension
- Dismissal
- Any other relevant actions



PENALTY FOR NON-COMPLIANCE BY EMPLOYER

First Conviction-

punishable with fine which may extend to fifty thousand rupees.

For subsequent conviction of same offence

- Twice the punishment, which might have been imposed on first conviction and
- Cancellation of his license or withdrawal or non-renewal or approval or cancellation of the registration by the Government or local authority, required for carrying on his business or activity.

AGGRIEVED WOMAN

- All women working or visiting any workplace
 - Regular employee
 - Temporary employee
 - Adhoc
 - Daily wages
- Engaged directly or indirectly (contractor)
- Working for remuneration, voluntary or otherwise
- Terms of employment may be express or implied
- Could be a co-worker, contract worker, probationer, trainee, apprentice, visitor
- Also covers woman working in dwelling place or house



PURPOSE OF THE COMMITTEE

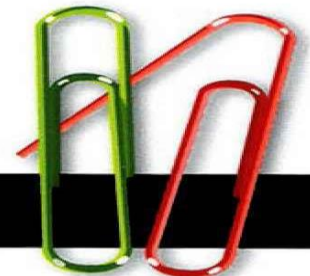
It is intended to serve two purpose:

- To redress the grievances of women employees
- To send a clear signal to all the employees that complaints of sexual assaults would be viewed seriously by the company and will be enquired into by a Committee especially constituted for the purpose, with the participation of outsider.
- In other words it is to serve both as preventive and punitive and also to avoid series of expensive litigation including civil and criminal.

**sexual
harassment**

in the workplace

UNDERSTAND PREVENT RESPOND



MEMBERS OF THE COMMITTEE

- Presiding Officer, to be headed by a Woman employee data Senior level at Work Place from amongst the employees
- Two Representatives from employees committed to the cause of women or have experience in social work or having legal knowledge
- One member amongst NGO or Associations committed to the cause of women, or a person familiar with the issues relating to sexual harassment.
- At least half of the total members so nominated shall be women. Advisable to have odd number of members in the Committee

LOCAL COMPLAINTS COMMITTEE (CONSTITUTED BY DISTRICT OFFICER)

- LCC is the grievance redressal body with respect to:
 - organizations having less than 10 employees
 - organizations that have not set up an ICC

50% shall always be women

Chairman	Eminent Women in the field of social work and committed to the cause of women
Member	Nominated from among the women working in the block, tehsil or ward
2 members	From amongst the employees committed to the cause of women/ having legal knowledge/experience in social work
Ex Offio Member	The concerned officer dealing with social welfare of women and child development in the district

INTERIM RELIEFS

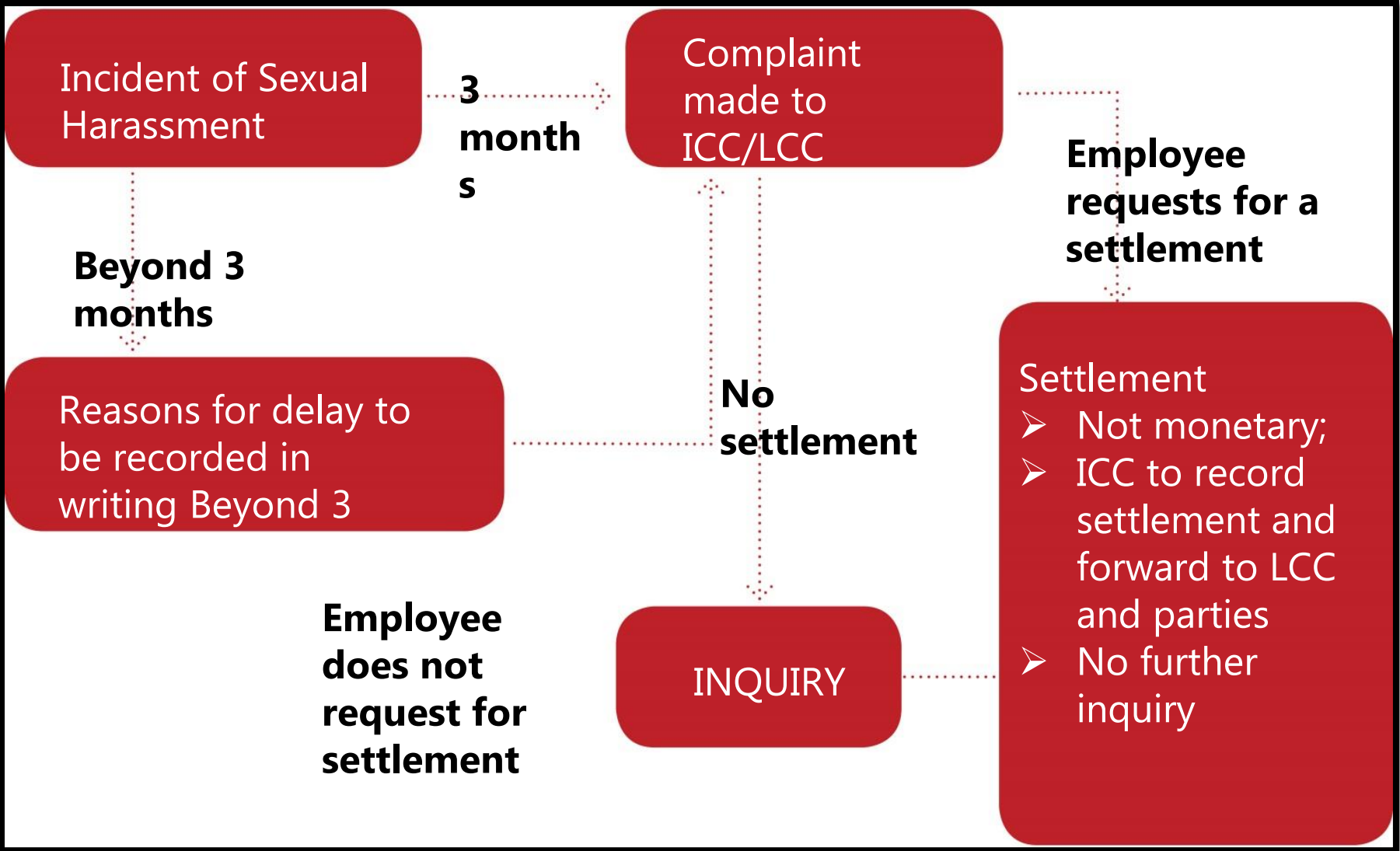
During the pendency of the enquiry, upon written request by the aggrieved employee:

- Transfer the aggrieved woman or the respondent to any other workplace
- Grant leave to the aggrieved woman up to a period of three months

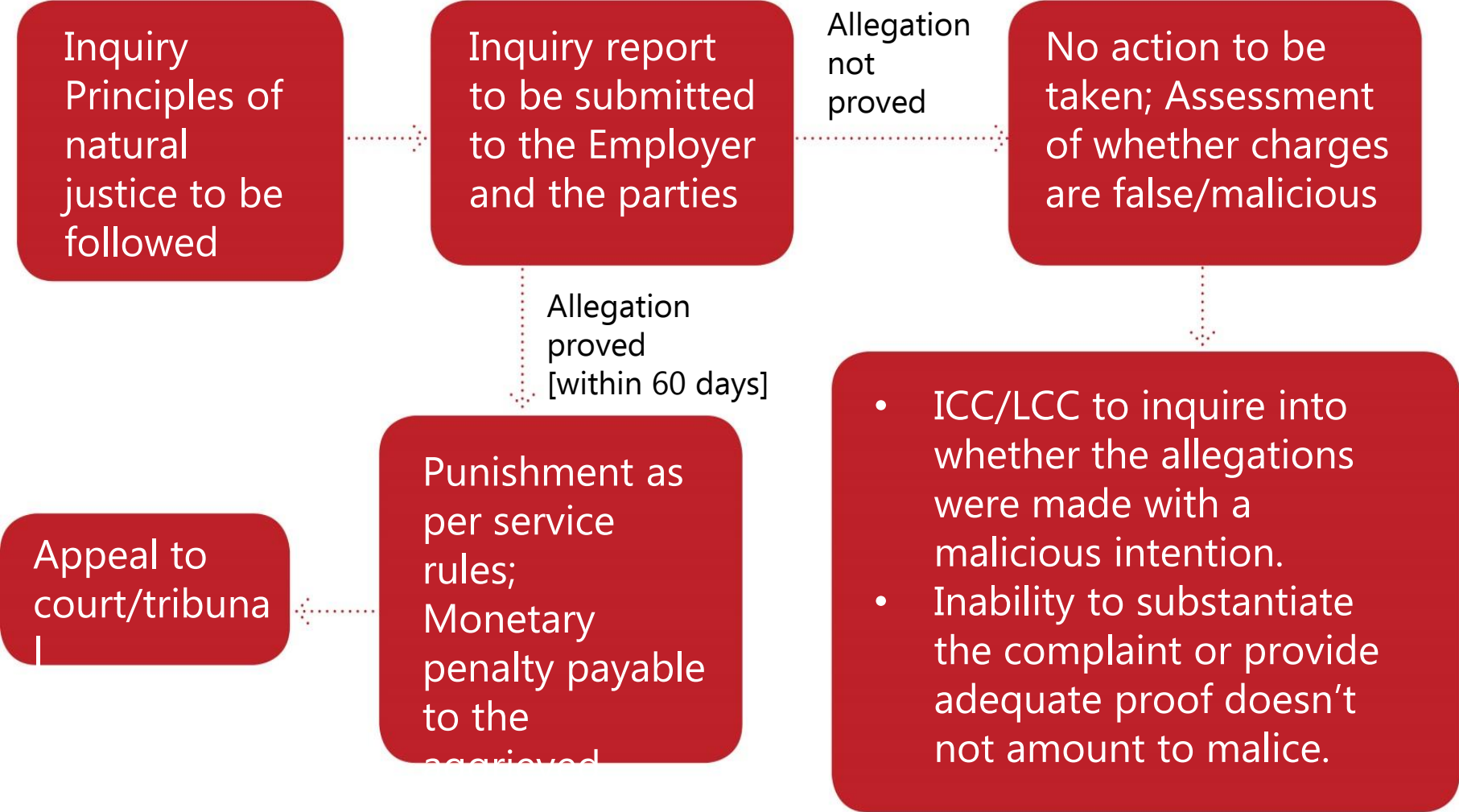
PROCEDURE FOR COMPLAINT

- The complainant shall submit to ICC, **six copies** of the complaint along with supporting documents, names and addresses of the witnesses
- The ICC shall send one copy of the complaint, to the respondent, within a period of seven working days
- The respondent shall file his reply to the complaint along with his list of documents, names and addresses of witness, within ten working days from the date of receipt of the copy of complaint.

REDRESSAL PROCESS



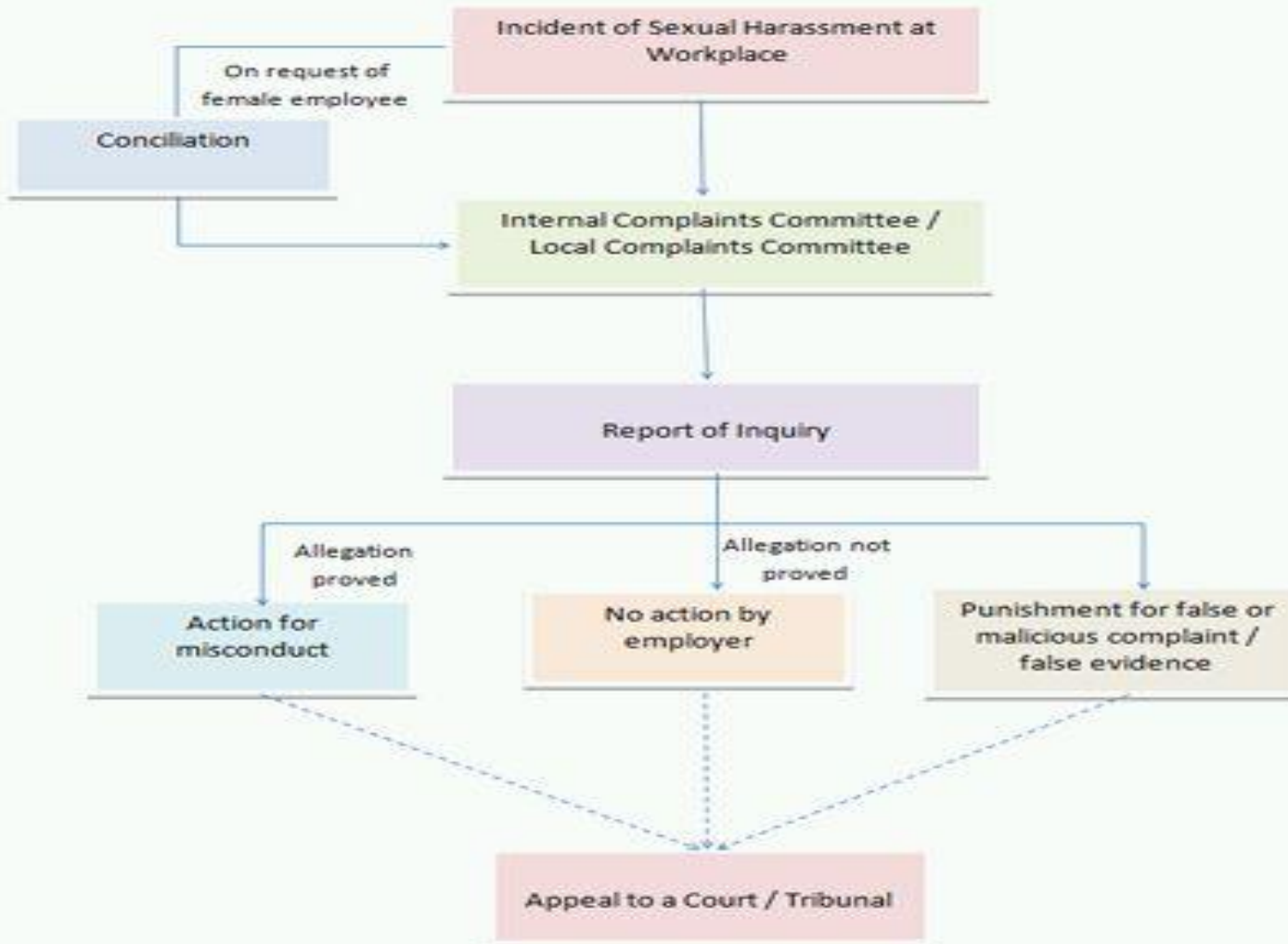
GRIEVANCE REDRESSAL PROCESS



THE SEXUAL HARASSMENT COMPLAINT PROCESS

India: Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

Procedure to be followed



Timelines

A written complaint has to be filed by the female employee within 3 months of the date of the incident.

The Inquiry has to be completed within 90 days.

The Inquiry report has to be issued within 10 days from the date of completion of inquiry.

Employer is required to act on the recommendations of the committee within 60 days of receipt of inquiry report.

Appeal against the decision of the committee is allowed within 90 days of the date of recommendations.

TIMELINES FOR THE STAGES TO CLOSE

Submission of Complaint	Within 3 months of the last incident
Notice to the Respondent	Within 7 days of receiving copy of the complaint
Completion of Inquiry	Within 90 days of complaint
Submission of Report by ICC/LCC to employer/DO	Within 10 days of completion of the inquiry
Implementation of Recommendations	Within 60 days Appeal Within 90 days of the recommendations



*Thank
you!*