

MARGDARSHAK FINANCIAL SERVICES LTD.

**STAFF GRIEVANCE
REDRESSAL POLICY AND
PROCEDURES**

2018

STAFF GRIEVANCE REDRESSAL POLICY AND PROCEDURES

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1. Preface

- 1.1. Margdarshak believes in maintaining good relationship with the employees to maintain and preserve the dignity of the employee. Good employer employee relationships go a long way in preserving the employees for a longer tenure and in building their trust.
- 1.2. Any sort of dissatisfaction or discontent among the employees, if attended, makes the employee feel a sense of lack of justice and fair play and the complaint then assumes a status of grievance. A grievance needs to be redressed in order to bring about the smooth functioning of the individual in the organisation. Accordingly, the Staff Grievance Redressal Policy has been put in place which will offer an open communication channel for the staff to discuss their grievances.
- 1.3. The policy aims at creating a healthy working environment for all the employees of Margdarshak.

2. Coverage

Staff grievances can be filed in cases of employee dissatisfaction/complaint as described below:

- 2.1. Any discontent related to infrastructure which hinders the smooth functioning of the activities of the employee or jeopardises health and safety of the employee. For example these may include health, sanitation or safety related issues, or software and hardware related problems.
- 2.2. Any discontent related to salary, incentive and employee loan.
- 2.3. Any discontent related to processing of bills eg travel and lodging, delay in receiving stationery from Head Office, delay in joining formalities etc.
- 2.4. Proper training not received by staff or training not useful/adequate for the role.
- 2.5. Improper work sharing within the team, a particular person burdened with work, long working hours etc.
- 2.6. Any discontent related to delay in appraisals and promotions or transfers.
- 2.7. Delay in receiving leaves and working on holidays.
- 2.8. Female employee facing sexual discrimination at workplace or workplace safety not maintained for women.
- 2.9. Gaps in communication of policy changes, non availability of contact information of senior staff.

The examples mentioned above are only indicative and not exhaustive. In case of any such unsolved complaints, the employee can choose to use the staff grievance policy. Also, to seek any long awaited information sought by the employee from any support department at Head Office, the employee can route his/her grievance through the Staff Grievance Redressal Officer (SGRO).

3. Disqualification

- 3.1. All grievances related to fraud/suspected fraud or sexual harassment at workplace will be covered under 'The Whistle Blower Policy' and 'Sexual Harassment Policy' respectively and is excluded from the purview of this policy.

- 3.2. Any grievance raised by more than one employee and is of collective nature. The Staff Grievance Committee shall only entertain cases raised by individual employees.

4. Procedure for filing of Grievances

- 4.1. **Phone Call:** Employees can contact the Staff Grievance Redressal Officer at 7704805765;
- 4.2. **Written Complaint:** Employees can write to internalcomplaints@margdarshak.org.in or post their written complaint to the registered address of the Head Office as mentioned below:

Staff Grievance Redressal Officer
Plot No. 118, Dayal Farms,
Ganeshpur - Rehmanpur,
Dewa Road, Lucknow- 226019

- 4.3. **Walk ins:** Employees can meet the Staff Grievance Redressal Officer in person at Head Office and register their grievance

5. Process of Staff Grievance Redressal Mechanism/ Escalation process

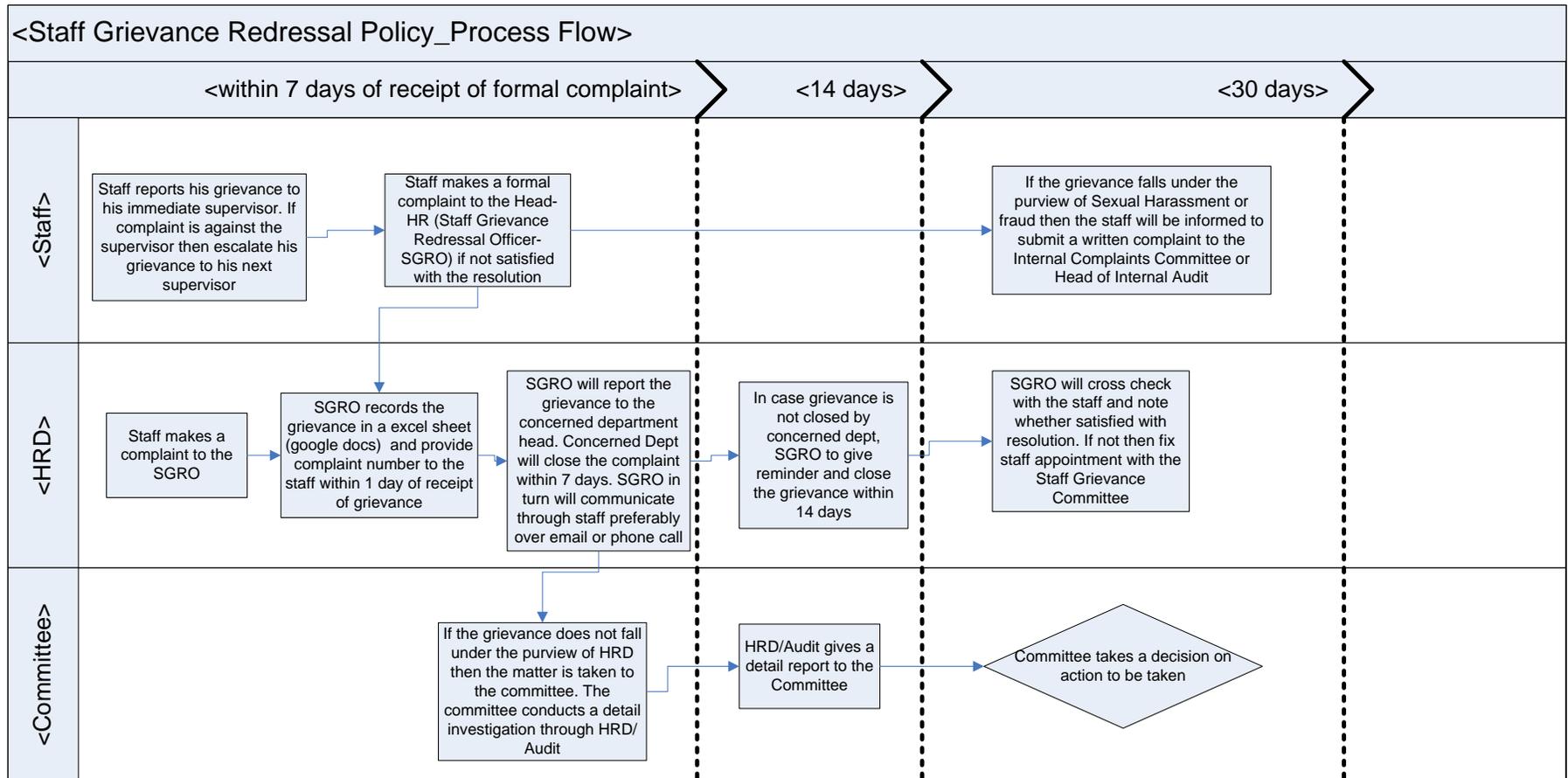
- 5.1. The staff member must make all efforts to resolve the grievances at the immediate or next supervisor level in Weekly Review Meetings (applicable for Operations Team).
- 5.2. If the staff member has communicated the issue but no solution is given within the reasonable time or he/she is not satisfied with the solution provided he can contact the next immediate supervisor or the Staff Grievance Redressal Officer at the Head Office in case the immediate supervisor reports directly to the Head Office. The staff member can also use the above channel if he/she has a grievance against his supervisor.
- 5.3. After passing through the above steps if the staff is not satisfied then he can escalate his issue directly to the Staff Grievance Redressal Officer at Head Office. The employee can choose to remain anonymous. Employees can give written complaint in closed envelope marked in Private and Confidential and marked to Staff Grievance Redressal Officer.
- 5.4. At the head office, the Staff Grievance Redressal Officer has to maintain the log of grievances in the “Staff Grievance excel sheet” and provide complaint reference number to the complainant within 1 working day. He/she is required to maintain the details of the open complaints, complaints in progress and the complaints closed.
- 5.5. The Staff Grievance Redressal Officer (SGRO) shall forward the complaint to the relevant department within 1 day of receipt of the complaint.
- 5.6. The Department will in turn inform the SGRO about the closure of the employee grievance. If the SGRO does not receive any feedback from the concerned department within a period of 7 days, then the issue will be escalated to the Department Head. The Staff Grievance Redressal Officer will ensure that the grievance is resolved within a period of 14 days. The SGRO will hence communicate to the staff the resolution as provided by the department.

- 5.7. In case the Grievance is baseless or cannot be resolved, the SGRO will communicate the same to the complainant concerned over phone or by email.
- 5.8. If the staff is still unsatisfied with the resolution that is communicated by the SGRO then he can contact the Staff Grievance Redressal Committee in the Head Office which is constituted by the following members
 - Rahul Mitra (Chairman)
 - Santosh Kulshreshtha- Staff Grievance Redressal Officer
 - Gagandeep Sehgal-Member
 - Ram Shankar Mishra, Member
- 5.9. The aggrieved employee can also meet the member/s of the Staff Grievance Redressal Committee personally and explain the issue.

6. Closure of Complaint

- 6.1. In any case all attempts will be made to close the complaint within 30 days.

7. Process Flow



Staff Grievance Redressal