



Grievance Redressal Policy

Doc No : ICPL/CORP/HR/FM/16
Rev No. : 00
Rev date : 30.04.2021
Page : 01 of 03

Effective Date: 3rd May '2021

GRIVENCE REDRESSAL POLICY

1. Policy Statement

a. Grievance Redressal procedure at INDORE Group aims to reinforce the organization's commitment towards providing fair and equitable work opportunities to all employees. The objective of the grievance resolution process is to provide employees with an easily accessible mechanism for settlement of their individual grievances. This policy applies to all staff of INDORE Group.

b. For the purpose of the policy, Grievances "means individual grievance and includes all matters but excludes the following:

1. Annual Performance Appraisal
2. Grievance pertaining to, or arising out of, disciplinary action or appeal against such actions.
3. Grievance arising out of termination/dismissal.
4. This policy is effective from 3rd May 2021.

2. Grievance Statement & Policy

1. A grievance can be defined as any sort of dissatisfaction, which needs to be addressed in order to enable staff to function efficiently and effectively within the organization. A grievance is a sign of an employee's discontentment with his job or his relationship with his colleagues. Broadly, a grievance can be stated to be any discontent or dissatisfaction with any aspect of the organization.

2. INDORE Group grievance policy is designed to provide an effective procedure for resolution of problems. INDORE Group policy in grains a disciplinary procedure that will afford consistent and equitable treatment to all employees.

3. The purpose of the disciplinary procedure is to ensure that unacceptable conduct is addressed promptly and appropriately.

4. The disciplinary procedure applies to all INDORE Group employees.

5. The procedure takes account of the INDORE Group code of conduct and will be reviewed periodically in line with developments in good practice.

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Rev date : 30.04.2021
Page : 02 of 03

3. Criteria

1. Except for gross misconduct, no employee will be dismissed for a first breach of discipline. The level of any formal action will be dependent on the seriousness of the offence, having regard to the need for fairness and natural justice.
2. The procedure is internal to INDORE Group and does not allow for any external representation.
3. No disciplinary action will be taken against an employee until the case has been fully investigated.

4. Grievance Redressal Procedure

Following process to be followed for expressing and seeking redressal to grievance.

1. Grievance Redressal Committee will be formed at each location of INDORE Group.
2. Employees may communicate their grievance by email on their respective location email id mentioned below. Both respective local HR and Plant Head/Location head will have access to this.
3. The concerned Local HR must immediately acknowledge receipt of the grievance in reply informing the employee of the receipt of grievance and inviting the employee for a formal meeting with the GRC.
4. In case an employee is not satisfied with the solution given by the GRC, the employee may choose to represent the grievance to Corporate HR Head (or the MD, if the grievance concerns the GM/Plant Head/DGM/VP).
5. The GRC consists of Four members. Plant Head, Corporate HR & Local HR and should try to have at least one woman representative. The Grievance Resolution Committee (as mentioned below) will provide an opportunity to the aggrieved employee to present their concern.

HO - grievance_ho@indore.co.in

Name	Designation	Email id	Contact number
Dheeraj Kshirsagar	DGM	Dheeraj.kshirsagar@indore.co.in	
Rupali Kulkarni	HR	hr@indore.co.in	
Victor Sinha	DGM	Victor.sinha@indore.co.in	
Dattaprasad Shirsat	Manager	Dattaprasad.shirsat@indore.co.in	

Ambarnath - grievance_amb@indore.co.in

Name	Designation	Email id	Contact number
Girish Mutalik	Plant Head	Girish.mutalik@indore.co.in	
Priti Vispute	HR	Priti.vispute@indore.co.in	
Anand Mishra	Sr Manager	Anand.mishra@indore.co.in	
Anand Sarvate	DGM	Anand.sarvate@indore.co.in	

Pithampur - grievance_pith@indore.co.in

Name	Designation	Email id	Contact number
Neelam Raghuvanshi	Plant Head	Neelam.raghuvanshi@indore.co.in	
Nidhi Soni	HR	Hr.cm@indore.co.in	
Rengaraj Pitchaimani	Manager	Rengaraj.Pitchaimani@indore.co.in	
Sachin Satogiya	Manager	Sachin.satogiya@indore.co.in	

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Page : 03 of 03

Umbergaon - grievance_umb@indore.co.in

Name	Designation	Email id	Contact number
Vishal Jain	Plant Head	Vishal.jain@indore.co.in	
Rupali Kulkarni	HR	hr@indore.co.in	
Tofik Jagot	Manager	Tofik.jagot@indore.co.in	

6. The GRC members will give their recommendation to the aggrieved employee through the local HR within 30 days of receipt of the compliant.

7. Grievances will be treated with utmost confidentiality and sensitivity.

8. HR shall maintain a record of all grievances referred to the GRC, number of grievances settled/pending and report to the MD on quarterly basis.

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