

BRAHMAPUTRA VALLEY FERTILIZER CORPORATION LIMITED
NAMRUP: PERSONNEL DEPARTMENT

No.BVFCL/PERS/EGRC/ 329

Date: 17.02.2014

INTER OFFICE MEMO

FROM: CHIEF MANAGER(HR)	TO: ALL DGMs/ HODS
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Sub: Employees' Grievance Redressal Procedure

We are enclosing herewith a copy of the Grievance Redressal Procedure applicable in respect of the employees of the Corporation.

You are therefore, requested to kindly bring it to the notice of the employees working under your administrative control for their information.

Encl: As stated


(N.G. Pathak) 17/02/14
Personnel Officer

Copy to: Secy. to CMD
Secy. to OSD
Secy. to GM(O&M)
Secy. to GM(T&HR)

ANNEXURE-I

1.00 GRIEVANCE PROCEDURE

1.1.00 OBJECTIVES

1.1.01 The main objective is to provide an easily accessible machinery for settlement of grievances so as to ensure expeditious settlement of the same and thereby increase job satisfaction, productivity and efficiency.

1.2.00 Scope of grievance

The grievance cell shall deal with individual grievances of the employees of the Corporation, resulting out implementation of the policies/rules, decisions of the Corporation. These matters could relate to leave, wage payment, increment, transfer, seniority, work assignment or working conditions, non-extension of benefits under rules & interpretation of Service Rules etc.

1.2.01 Grievance arising out of the following shall not come within the purview of the Grievance Redressal cell:

- a) Annual Performance Appraisal/Confidential Reports.
- b) Promotions including DPC's minutes and decisions.
- c) Where the grievance does not relate to an individual employee; and
- d) Disciplinary action or appeal against such action and grievances arising out of punishment discharge or dismissal shall not be subject to grievance procedure. These cases shall be channeled to the competent authority as laid down in the Standing Orders/ CDA rules as the case may be.
- e) Points of disputes which are of a general applicability or of a considerable magnitude will fall outside the scope of grievance procedure.
- f) Grievances in respect of one step below the Board level officers and officers directly reporting to CMD/Direcors will not fall within the purview of Employees Grievance Redressal Cell.

1.2.02 Composition of Grievance Redressal Cell:-

- i) DGM (Marketing) - (Chairman of the committee)
- ii) Chief Engineer/ HoD concerned
- iii) Chief Manager (HR)
- iv) HoD (Finance)
- v) Personnel Officer (Member Secretary)
- vi) One nominee each of the recognized Trade Unions in case of grievances of workmen OR one nominee of the Joint Council of Officers in case of grievances of officers.

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P.T.O.

(2)

1.2.3 Procedure for handling grievances

- i. An aggrieved employee shall take up his/her grievance immediately or in any case within a period of 03 months of its occurrence, orally with his/her immediate supervisor in the Department. If he/she is not satisfied with the oral explanation by the supervisor, his/her grievance shall be recorded in writing and presented to his/her Departmental Head through his/her immediate supervisor.
- ii. If the grievance is not satisfactorily redressed, the aggrieved employee shall submit his/her grievance in writing which shall be in triplicate (first copy to his/her Departmental Head, second copy to the Grievance Committee and the third copy to be retained by the employee himself/herself.)
- iii. The Departmental Head shall record his /her comments on the copy of the grievance received by him/her and forward the same to the member-Secretary of the Employees Grievance Redressal Committee, as the case may be.
- iv. The Employees Grievance Redressal Committee shall meet as often as required and after thorough examination of the grievance and all relevant facts of the case, shall record its findings and recommendation in the case and forward the same to the deciding authority. If the Employees Grievance Redressal Committee cannot come to an unanimous/majority recommendations, the grievance along with the committee's finding shall be forwarded to the deciding authority for his/her decision.

The deciding authority for the purpose shall be as follows:

- i) Grievance received from workmen category and up to the level of Assit. Plant Manager & equivalent----- GM (Unit)/Director (Prodn) of the Corporation
- ii) Grievances received from Plant Manager & equivalent and up to the level of Chief Engineer-----Director (Prodn.)/CMD
- iii) The Employees Grievance Redressal Committee shall have the option to interview the aggrieved employee and consult his /her immediate supervisor, if considered necessary.
- iv) After the deciding authority has taken a decision on the case, a copy of the decision will be sent to the grievance committee concerned for its information, who in turn will suitably convey the decision to the aggrieved employee.
- v) If the aggrieved employee, whose grievance has been considered by the Employees Grievance Redressal Committee, is not satisfied with the decision of the deciding authority, he/she will have the option to appeal to the CMD whose decision shall be final.

1.2.4.0 GENERAL

The member-Secretary of the Grievance Committee may at his/her discretion call for files/papers connected with the grievances of individual nature for examination by the committee towards smooth and expeditious settlement of employee's grievances.


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7.2.0

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ISSUE

File Inbox / CMD-16/3/2022-Personnel-BVFCL

E 537 CMD-16/3/2022-Personnel-BVFCL Reconstitution of Grievance Handling Committee

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Note # 1

Sub:Composition of Grievance Redressal Cell

During 2014,a Employees Grievance Redressal Procedure was notified by Personnel Officer as applicable as on date.(Copy Attached). The Composition of Grievance Redressal Cell constituted was as under:

- 1) DGM(Mkt)
- 2)Chief Engineer/HOD concerned
- 3)Chief Manager(HR)
- 4)HoD(Finance)
- 5)Personnel Officer(Member Secretary)
- 6)One nominee each from Recognized Trade Unions/Joint Council of Officers

After 08 Years, it become necessary to re-constitute the Committee as proposed:

- ★ 1) Head of HR may be nominated as Charmian of the said Committee Employee, others members remain to be same.

As discussed with DGM-HR, recommended to notify on Company Website as Policy under Human-Resource section.

Submitted for approval,pl

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PRAKASH CHANDRA SINGH
ADVISER (HR)

Note # 2

Approved.

06/05/2022 03:26 PM

SIBA PRASAD MOHANTY
CMD-BVFCL

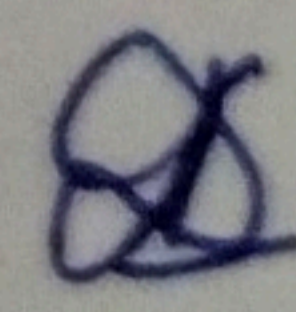
Note # 3

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MUKESH MISHRA

IT department is requested to upload the composition of Grievance Redressal cell as approved by the C.A. along with the procedure attached herewith. Further the point marked as '★' may be add at the bottom of the composition of Committee

Manager (computer) —


10.5.22