

=====

**NATIONAL DISASTER RISK
MANAGEMENT FUND**

=====

**GRIEVANCE REDRESSAL AND DISCIPLINARY
MATTERS POLICY**

(Approved in 10th Board Meeting held on 23rd October, 2018)

Chief Executive Officer



Company Secretary

Grievance Redressal and Disciplinary Matters Policy

1. Purpose

1.1 To maintain healthy, congenial and peaceful atmosphere at the work place and obtain maximum efficiency and productivity by:-

1.1.1 Correcting improper conduct.

1.1.2 Enforcing Company rules and regulations.

1.1.3 Helping employee to protect his/her job.

1.1.4 Minimizing replacement costs.

1.1.5 Deterring the employee from engaging in improper conduct.

2. Scope

2.1 This procedure is applicable to entire NDRMF organization

3. Terms and Definitions (also see System Terminology)

Nil

4. Process and Responsibility

4.1 Grievance Handling

4.1.1 **General.** The Company strives to create an atmosphere conducive not only to enhance productivity for meeting its operational, and administrative targets/objectives but also to strengthen mutual goodwill, understanding, comradeship/friendship, leading to the fulfillment of individual as well as group social needs. And all employees, irrespective of their hierarchical positioning, are expected to play their role in bringing that about. Notwithstanding this, there can be grievances (either personal or work related), which could be genuine or at times result of misunderstandings. The Company recognizes the need to attend to these on merit and without any loss of time. Succeeding paragraphs establish a mechanism for seeking redressal of such grievances.

4.1.2 **Personal Grievances.** Employees are understandably reluctant to make their personal grievances against their colleagues/superiors public/ and thus do not generally share these with their superiors in the chain unless it becomes totally unbearable, and beyond repair. This is very damaging not only for the Company/but also for individual employees. Besides affecting their work performance, it also takes a toll on their health and personal life. In all such cases of personal grievances, irrespective of how serious or minor these may be, employees should discuss their concerns directly with General Manager/Manager Human Resource. The latter will determine the measures necessary to redress the grievances, and initiate appropriate actions, ensuring that requisite confidentiality/privacy is maintained.

Chief Executive Officer

Company Secretary



4.1.3 Work Related Grievances

- a. Work related grievances could be that of an individual employee or a group of employees within a work unit (ie ranging from a cell/sub-unit to department/division). Employees are generally less reluctant to air such grievances. However, there could be hesitancy in some cases due to fear of reprisal by a superior against whom a grievance rests.
- b. While submitting grievances, employees are encouraged to endorse a copy to next senior in the chain. Also supervisors/departmental heads will also keep Higher Management informed throughout.
- c. In case an employee/group of employees feels compelled not to openly talk to superior(s) in the chain, redressal should be sought as give in Paragraph 2 under relevant procedures for handling of personal grievances i.e bringing to the notice of Senior Management through General Manager Human Resource.
- d. Where a superior has created an atmosphere of trust, grievance can be openly discussed. Following course is open to an aggrieved employee/group of employees for redressal:-
 - **Step-1** - Communicate grievance to immediate supervisor and wait for two working days for a decision. Every possible effort will be made by the supervisor to settle/resolve the grievance promptly and within the specified time. If the matter is not disposed off at this level, the employee or group of employees will follow Step 2. If the grievance is against the supervisor himself/herself, the grievance will be submitted directly to the next higher authority in the chain.
 - **Step-2** - The unresolved grievance will be submitted to the next higher supervisor, who will within three working days of the receipt of the grievance hold a discussion with the employee(s) and make every possible effort to resolve the issue, including removing all tangible misunderstandings and confusion. If, however, the grievance still remains, the aggrieved employee(s) takes/take the next step.
 - **Step-3** - If no settlement is reached in the 2nd Step too, the employee(s) will make representation to Departmental Manager concerned, who will within four working days of the receipt of the grievance hold discussion and shall finally decide the case. In the event the aggrieved employee(s) is/are not satisfied with the decision of the Departmental Manager, he/ they follow step 4.
 - **Step-4** - The aggrieved employee(s) will be free to submit their grievance in writing to the General Manager concerned, who will then either decide the case himself or present their point of view together with his own comments and recommendations to the Managing Director for redressal. That decision will be final and binding.

Chief Executive Officer



Company Secretary

4.1.4 **Protection.** The Company assures employees that there will be no reprisal against anyone for airing their genuine grievances and seeking redressal. That will not happen even in the case of 'whistle blowers'- Infact adequate protection will be ensured.

4.1.5 **Reporting Means.** Employees should feel free to choose among a variety of available means of communication for airing their grievances. These include:-

- a. Emails/letter; preferred
- b. Personal visits
- c. Phone calls
- d. Any other way convenient to employee/employees.

4.1.6 **Anonymous Correspondence.** One of the main identification of a genuine grievance is that it contains particulars (employee no, name, designation and department) of aggrieved employee. Needless to say that anonymous correspondence of any type serves no purpose at all, and will thus not be entertained.

4.2 Disciplinary Matters

4.2.1 Grounds for Penalty

a. It would not be possible to list every conceivable deficiency or action which might cause the Company to conclude that disciplinary action against an employee has become inescapable. As a result, employees should use this list only as an illustration of the types of conduct which may lead to disciplinary action including termination:

▪ **Discipline**

- Discourtesy or offensive conduct towards others.
- Violation of Company rules, procedures and policies.
- Immoral, indecent or outrageous behaviour (including off premises conduct which may be highly offensive to co-workers or customers, such as child molestation or child abuse etc).
- Falsification of Company records.
- Deliberate damage to, destruction of, removal of, theft or conversion of Company property or property of others.
- Caught under the influence of or with alcohol or illegal drugs.
- Failure to report to work without a satisfactory reason.
- Conducting personal tasks on Company time without permission.
- Habitual tardiness or excessive absenteeism.
- Being absent during working hours without permission.

Chief Executive Officer



Company Secretary

- Intimidation or coercion of other employees.
 - Willful disobedience, insubordination or failure to carry out any reasonable, lawful order from supervisor.
 - Carelessness or recklessness which endangers persons or property.
 - Abuse or misuse of tools or equipment or intentional waste of material.
 - Intentional endangering safety of others.
 - Dishonesty, deception, fraud or inside trading.
 - Acts of aggression or violence, including fighting or threatening actions.
 - Use of threatening, abusive or profane language and trespassing.
 - Tampering with or removal of authorized notices.
 - Conflicts of interest.
 - Misappropriation/misuse of Company information or trade secrets.
 - Possession of weapons on Company property, where not authorized to do so specifically for performance of assigned duties.
 - Harassment of colleagues/immoral acts. Protection of women against harassment at workplace act, 2010 is addressed and implemented vide Notification No 003/02/HR dated 25th October, 2018
- **Inefficiency**
 - Unacceptable quantity of work.
 - Un-acceptable quality of work.
 - Improper or indolent performance of duties.

4.2.2 Penalties

- a. If an employee fails to meet Company's overall expectations for performance of the job, the Company will decide whether or not the imposition of discipline is likely to fully correct performance deficiencies and turn the employee into a desirable worker.
- b. In making the decision on whether to impose discipline, as well as what type of discipline to impose, the Company will consider, besides others, the following factors:
 - Severity of the particular offence in question;
 - Previous overall record of the employee;
 - Effect of the offence/discipline on the morale of other employees in the Company;

Chief Executive Officer



Company Secretary

- Effect of the offence/discipline on those who do business with the Company; and
 - Whether or not the employee has demonstrated an overall aptitude, ability and willingness to satisfactorily perform assigned job duties.
- c. The Company believes in treating every employee as an Individual and in assessing each particular situation independently on merit to determine the action to be taken. On occasions, this may mean that an employee will receive greater or lesser penalty for a particular offence than someone else (in most cases, this arises when one person has a clean disciplinary record and has been doing excellent work for several years, while the other has been in constant trouble for varying offences since hire and whose overall work is poor).
- d. Where the decision is made to let off an employee, whether with or without minor penalty, and allow him/her to continue employment, the Company reserves the right to impose special requirements or terms on the employee as a condition of continued employment (such as probationary periods during which additional infractions and/or failure to adhere to an agreed performance improvement plan may result in further disciplinary action or termination).
- e. Where either the offence is committed repeatedly or is of a serious/grave nature and the Company does not believe that penalty is likely to produce the desired result of improving the performance or behaviour of the employee or is sufficient punishment for the seriousness or gravity of the offence, then the employee is subject to immediate termination. Instances where no disciplinary action is likely to be considered to be worthwhile include but are not limited to situations where, despite real effort, the employee simply cannot do the work assigned (whether due to lack of needed skills, lack of physical ability, personality issues, or other factors which the employee is likely to be unable to change within the time needed). Discipline also may be considered not to be worthwhile where the overall record of the employee is poor and/or the employee requires an excessive amount of supervisory time (eg, the supervisor is often dealing with problems created by the employee, or often having to oversee the employee's work to get satisfactory work or effort, or often having to adjust schedules due to unexcused absences, tardiness or poor work effort by the employee).

f. **Major Penalties**

Termination - Company decides that further employment of the individual is not in its best interest, and severs the employment relationship. In this termination for cause/misconduct, terminal benefits such as gratuity etc are inadmissible. The only admissible payments will be salary and individual's own contribution to Provident Fund.

For Cause/Misconduct

Reduction to a Lower Post or - This is applied in cases where despite

Chief Executive Officer



Company Secretary

Grade severity of the offence by an employee calling for major penalty, his continuation of service is decided.

Suspension without Pay - Generally, suspensions are limited in duration, i.e. one to seven days. Normally, such suspensions are not used for attendance related offences, as it makes no sense to provide more time off to someone whose attendance is already unacceptable.

g. Minor Penalties

Written Warning - Employee receives formal written notice of the infraction, and the steps required to correct the problem. Employee must commit in writing to immediate correction of the problem.

Verbal Warning - Employee is verbally notified of the infraction, and a commitment is obtained from the employee to cease the offending conduct immediately.

Withholding Promotion and/or Increment - Withholding of promotion and/or next increment.

4.2.3 Appeal

- a. The type of discipline selected is at the sole discretion of the Company. Employees who are dissatisfied with the discipline imposed are free to present their complaints through the grievance handling procedure. However, pending resolution of their complaint, any discipline imposed will continue in effect unless Management specifically advises the employee to the contrary.
- b. A person on whom a penalty is imposed shall have right of appeal, provided that, where the penalty is imposed by order of the Managing Director/Chief Executive Officer, there shall be no appeal but the person concerned may apply for review of the order.

4.3 Inquiry Procedure

4.3.1 The Inquiry Officer or the Committee as the case may be, shall enquire into the charge and may examine such oral or documentary evidence in support of the charge or in defense of the employee as may be considered necessary and the employee shall be entitled to cross-examine the witnesses against him/her.


Chief Executive Officer




Company Secretary

4.3.2 The Inquiry Officer or the Committee, as the case may be, shall within the period as may be allowed by the Authorized Officer, submit his/her or its findings and recommendations (the later only where so sought specifically) to the Authorized Officer.

4.3.3 **Processing for decision.** On receipt of report of the Inquiry Officer or Inquiry Committee, or where no such officer or committee is appointed, on receipt of the explanation of the employee, if any, the Authorized Officer shall determine whether the charge has been proved. If it is proposed to impose a minor penalty, he/she shall pass orders accordingly. If it is proposed to impose a major penalty, he/she shall forward the case to the Authority along with the charge and statement of allegations served on the employee, the explanation of the employee, the findings of the Inquiry Officer or Inquiry Committee, if appointed, and his/her own recommendations regarding the penalty to be imposed. The Authority shall pass such orders as it may deem proper.

4.4 **Administrative Actions:** The management may order administrative action(s) against the employee either as a stand alone action or in combination with any/some of the penalties enumerated above. These administrative actions could include but not be limited to the following:

Removal from an Appointment - This will imply moving out to a job of lesser significance.

Transfer to another Location - This will involve transferring the employee to another location, for which he will not be eligible to benefits under the transfer policy except for passage of the entitled class for himself.

5. Associated Record

Nil

6. Annexure

Nil

7. Reference


7.1 Existing related Labour Laws.

8. Distribution

8.1 All All Management Employees


Chief Executive Officer




Company Secretary