

# **J. KUMAR INFRAPROJECTS LIMITED**

## **GRIEVANCE REDRESSAL POLICY**

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# J. Kumar Infraprojects Limited

## Grievance Redressal Policy

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### 1. Introduction

#### 1.1 General Policy Guidelines

- JKIL grievance procedure is designed to provide prompt and orderly resolution of complaints or disputes arising in the course of employment.
- The policy of JKIL is to provide its employees with a fair and efficient process to present and resolve complaints and grievances arising out of the employment relationship. This process is applicable to employees only on an individual basis.
- This procedure is applicable to Executives and Non-executives as well as job contract labors, including probationary, trainee employees and who works on job requirement.
- JKIL encourages employees to address grievances with their supervisors at workplace concerns as and when it arises.
- Any employee has the right to present to the JKIL any personal grievance regarding employment within 90 days of an occurrence and/or within 90 days of the employee having reasonable knowledge of the occurrence and have it considered on its merits, except a grievance involving suspension or termination must be submitted as described below.
- If the complaint pertains to the general level of wages, wage patterns, or other broad areas of financial management and personnel policies, it is not an issue to be processed under this grievance policy and is deemed not to be a grievable issue.
- No decision may be made at any step of this grievance procedure that conflicts with or modifies an approved JKIL policy, or that is contrary to any law or any contract to which JKIL is a party.

### 2. Applicability

- This process is applicable to all employees, subcontractors, retainers, consultants of JKIL.

### 3. Definitions

- a. Employee: - "Employee" means every employee of the Company (whether working in India or abroad), including the Directors in the employment of the Company, Officers, Management Trainees/ Trainers/ Probationers, and worker defined under the Factories Act, 1948
- b. Complain: - A complain is an employee's informal expression of disagreement or dissatisfaction with aspects of employment such as working conditions, hours of work, environment, relationship with supervisor and other employees, or policies or decisions of the department considered by the employee to be inappropriate, harmful or unfair.



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- c. Grievance: - A grievance is an employee's formal expression of disagreement or dissatisfaction with an adverse personnel action involving with monetary or non-monetary loss.
- d. Grievance redressal under statute: -
  - Grievance Redressal Policy: - JKIL has given importance to resolve the issue in time and policy will be amended from time to time
  - Standing Orders: - Industrial Employment Rules, 1946 has provided that all complaints arising out of employment including those relating to unfair treatment or wrongful extraction on the part of the employer or his agent, shall be submitted to the manager or other person specified in this behalf with the right of appeal to the employer.

#### 4. Procedure

- Since most work-related complaints and disputes can be settled in conversation between the employees and the employee's supervisor, employees are encouraged to resolve any problem by seeing their immediate supervisors. An earnest effort is to be made to resolve these issues as promptly as possible.
- If the employees consider it as appropriate, a conversation may be scheduled with the HOD or a Lead Business HR instead of the employee's supervisor. Consultation with a representative of the HR department is available to the employee or supervisor at any point in the procedure. All parties are encouraged to involve a representative of the HR department when appropriate.
- If the employee is not satisfied with response received after discussing the complaint with the supervisor, the employee may choose to submit his/her grievance through written or HR help desk through mail at [grievancecell@jkumar.com](mailto:grievancecell@jkumar.com).

#### 5. Scope

The following modules will be broadly defined & employee can lodge grievance

- HRA
- Accommodation
- Deputation
- Training
- Letters & Certificates
- Food & Coupons
- Canteen Management
- Hospitalization
- Transport
- Office Assets
- Reimbursement
- Transfer
- Time Management



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- Attendance Management
- Compensatory off
- Leave Management
- Over Time
- Payroll
- Salary
- Incentive
- Increment
- Other Allowances
- Reimbursement
- Income Tax
- Others

### 6. Time Limit

A grievance follows the procedural steps and time limits		
Steps in Grievance Procedure	Workdays for Employee to Process	Workdays for Management to Response
First-Line Supervisor or Immediate Supervisor	0	7
Department Head or administrative equivalent	3	10
HR Department Review	3	10
Grievance Committee Review	7	30

- Extension of time limits in any of the steps may be authorized, due to justifying circumstances, upon written request to Grievance Committee.
- Failure of an employee to process a grievance/ complaint to the next step within the prescribed time limit shall constitute abandonment of the grievance/ compliant.
- Failure of management to give an answer within the prescribed time limit authorizes the employee to process the grievance to the next step.



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### 7. Grievance Management

- Employee can also submit his/ her grievance to Lead IR HR Dept through email wherein employee should give details of his grievance.
- The employee must identify specifically the unresolved grievances. To lodge the grievance forms are available in HR department as well as on HR portal.
- Within seven days after receipt of the written grievance, the supervisor will provide the employee a written response to the grievance with a copy to HR department. If the grievance involves alleged violation of law or JKIL policy, the supervisor must discuss the matter with Lead IR HR department before responding in writing to the employees.
- If the supervisor needs additional time to investigate the complaint, the employee must be advised in writing of the date, the written decision will be provided. If the supervisor does not respond within 3 working days and does not inform the employee that additional time is needed to investigate the grievance, the employees can present the grievance in writing to the next level or with Lead IR HR department within 10 working days from the date on which the decision was due. If the employees fail to present the grievance within 10 working days, the grievance will be considered as redressed.
- If the employee is not satisfied with the written response received from the supervisor, the employee may request, in writing, review of the matter within 3 working days by the HOD. Within 10 working days after receipt of the written grievance, the HOD will provide the employee a written response to the grievance with a copy to the human resources. Any proposed response from the HOD at this step must be discussed with Lead IR HR department before a written response is made to the employee.
- If the HOD requires additional time to investigate the complaint, the employee must be advised in writing of the date, the written decision will be provided. In case, the HOD doesn't respond within 10 working days and does not inform the employee that additional time is required to investigate the grievance, the employee can represent the grievance in writing to the next level or to Lead IR HR department within 10 working days from the date on which the decision was due. If the employee fails to present the grievance within 10 working days, the grievance will be considered as grievance.

### 8. Grievance Committee

- A grievance committee is established to consider the grievance. The committee includes five members, including a grievance committee chairperson.
- Committee Members include Executive Chairman, Company Secretary, Chief Human Resources Officer, Head-Legal
- If the employee is not satisfied with the written response received from the HOD/HOD-HR of JKIL, a written request within 7 working days for review of the grievance may be submitted to Grievance Committee.



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- The members of the grievance committee will interview the employee and management representatives if required, review the documentation, and speak with any other individuals and the committee deems necessary to process the grievance.
- Following the committee's investigation, a recommendation will be submitted to MD, who will render the final decision of the grievance.
- Lead IR HR department should inform concern employee the decision of the grievance committee within 30 working days.

### 9. Confidentiality and Use of Official Authority

- The preparation, submittal, review, and response to grievance are confidential. Correspondence regarding a grievance should be handled in a confidential manner, and envelopes containing grievance material should be clearly labeled "confidential". No reference to the complaint shall be included in the employee's official personal file.
- Copies of written responses sent at each step of the procedure are limited to respondents unless it is necessary to notify additional personnel because the response requires another individual to take action.
- No person shall directly or indirectly use any official authority or influence in any manner to discourage the use of this procedure.
- Once a grievance is referred to any step beyond the immediate supervisor, it may not be amended. If additional documentation is submitted by the grievant after the initiation of the grievance, the reviewing official may remand the grievance to appropriate previous level for reconsideration.
- It is the employee's responsibility to provide documentation to support the allegations raised in the grievance.

### 10. Exclusions

- An employee may not submit a grievance challenging the following management rights, but may submit a grievance concerning the manner of their administration, in so far as these personally affect the employee:
- JKIL's right to direct its employees, to hire, promote, transfer, assign and retain employees.
- To maintain efficiency of site operations and to determine the methods, means and personnel by which these operations are to be conducted.



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### **11. Review**

- Since grievance is redressed promptly it must be reviewed periodically.
- The grievance shall be recorded in prescribed form.
- HR department will submit and discuss on pending grievances on weekly basis and same will be discussed on every Monday in daily planning meeting.
- HR department will submit and discuss on pending grievances and submit a report on monthly basis to HOD-HR.

### **12. Effects on Personal Actions**

- The filing of a complaint or grievance will not stop or delay any personnel action which is the subject matter of the complaint or grievance.