

February 12, 2017

transformers &
rectifiers (india) ltd

Grievance Handling Procedure

Grievance may result from the following factors-

- a. Improper working conditions such as strict production standards, unsafe workplace, bad relation with managers, etc.
- b. Irrational management policies such as overtime, transfers, demotions, inappropriate salary structure, etc.
- c. Violation of organizational rules and practices

The manager should immediately identify all grievances and must take appropriate steps to eliminate the causes of such grievances so that the employees remain loyal and committed to their work. Effective grievance management is an essential part of personnel management. The managers should adopt the following approach to **manage grievance effectively-**

1. **Quick action-** As soon as the grievance arises, it should be identified and resolved. Training must be given to the Supervisors, managers to effectively and timely manage a grievance.
2. **Acknowledging grievance-** The Supervisor/ manager must acknowledge the grievance put forward by the employee as manifestation of true and real feelings of the employees. Acknowledgement by the manager implies that the manager is eager to look into the complaint impartially and without any bias. This will create a conducive work environment with instances of grievance reduced.
3. **Gathering facts-** The supervisors / managers should gather appropriate and sufficient facts explaining the grievance's nature. A record of such facts must be maintained so that these can be used in later stage of grievance redressal.
4. **Examining the causes of grievance-** The actual cause of grievance should be identified. Accordingly remedial actions should be taken to prevent repetition of the grievance.
5. **Decisioning-** After identifying the causes of grievance, alternative course of actions should be thought of to manage the grievance. The effect of each course of action on the existing and future management policies and procedure should be analyzed and accordingly decision should be taken by the manager.

CIN No.: L33121GJ1994PLC022460

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6. **Execution and review-** The manager should execute the decision quickly, ignoring the fact, that it may or may not hurt the employees concerned. After implementing the decision, a follow-up must be there to ensure that the grievance

Steps of Grievance Handling Procedures:-

Immediate Supervisor



Shift Supervisor



Head of Dept.



HR Dept.



Top Management



Solution of Grievances

Apart from the above steps, the worker can break the chain and can directly approach HR or Top management depending on gravity of issue.

For Transformers & Rectifiers (I) Ltd.

Authorized Signatory