

BHARAT DYNAMICS LIMITED  
KANCHANBAGH : HYDERABAD

CORPORATE – P&A

Ref : BDL/04/C-P&A

Date : 30-11-2011

**C I R C U L A R**

PC No.38/2011 dt. 30.11.2011

**Sub : Grievance Redressal Procedure – Reg.**

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Procedures for Redressal of Grievances of Executives and Non-executives were introduced in the Company vide PC No.15/89 dated 15-5-89 to provide an easy and readily accessible machinery for ventilation and proper redressal of day-to-day employee (individual) grievances, in respect of certain conditions of service, employee benefits etc., of individual nature. For this purpose a three stage grievance redressal mechanism was notified vide the above circular.

At the first stage, the employee has to put in his grievance in a specific format to the Sectional Head. The decision on the grievance will be communicated to the aggrieved employee within 6 days by the Sectional Head. In the second stage, the employee may put in his grievance to the Departmental Head if the Sectional Head fails to give a decision or if the employee is not satisfied with the decision. The Departmental Head will give his decision within 10 days after due consultation with the concerned Officials. If the employee is further not satisfied with the decision of Departmental Head, he may prefer a representation to the Secretary of the Grievance Redressal Committee. The Committee after consultation with the Officers concerned and the aggrieved employee give its decision within 15 days.

Where the employee is not satisfied with the decision of the Grievance Redressal Committee, the employee may prefer a written petition to the GM/ED, who give his decision within 30 days after giving a personal hearing to the employee. If the employee is not satisfied with the decision of the GM/ED the employee may approach CMD, whose decision shall be final.

The grievance procedure is re-circulated herewith once again and all employees are advised to make use of the Grievance Redressal Mechanism.

(Dr. N.K. RAJU)  
EXECUTIVE DIRECTOR (P&A)

- STANDARD DISTRIBUTION
- HINDI VERSION FOLLOWS

## **GRIEVANCE PROCEDURE (FOR WORKMEN)**

### **Authority**

**(ANNEXURE – I)**

*PC No.15/89*

*Dt.15-05-1989*

**PC NO.38/2011**

*dt.30.11.2011*

### **OBJECT**

1. With the object of providing workmen in WG-01 to WG-12 an easy and readily accessible machinery for the ventilation and proper redressal of their day-to-day individual grievances, the following Grievance Procedure is introduced.

### **SCHEME OF GRIEVANCE**

2. A “Grievance” for the purpose of this procedure means a complaint affecting an individual workman in regard to payment of wages, overtime, leave, transfer, promotion, seniority, work assignment, working conditions, designation, non-extension of any welfare amenity or benefit due under the rules, but does not include representations concerning matters of policy and grievances arising out of punishments imposed in accordance with the Standing Orders of the Company/Division/Unit/Office. Appeals against punishments imposed in accordance with the provisions of the Standing Orders cannot be taken up by any workmen under the Grievance Procedure, but may be submitted to the appropriate authorities. Matters of policy may be taken up with the management at the appropriate levels only by the recognised Unions.

### **REPRESENTATION OF GRIEVANCE BY WORKMEN**

#### **3 (i) FIRST STAGE**

A workman who has a grievance on matters enumerated above shall present his grievance in writing in Appendix-I in duplicate to his Section Head, who shall meet the concerned workman and give his decision in writing within six days of the receipt of the grievance.

#### **(ii) SECOND STAGE**

If the sectional Head either fails to give a decision within the prescribed time or the workman is not satisfied with the decision of the Section Head, the workman concerned may present his grievance in writing in the form in Appendix-II to the Departmental Head concerned in duplicate through Sectional Head who gave the decision at the first stage. The Departmental Head shall, after giving a personal hearing to the aggrieved workman, in the presence of the Sectional Head concerned, give his decision in writing within ten days of the date on which the Sectional Head received the grievance. During the personal hearing, the workman concerned shall have the option of being assisted by any co-workman of his choice or an representative of the recognised union,

who is a workman of the concerned Department. In examining the grievance, the Departmental Head may, where necessary, consult concerned specialised Departments/Officers in order to settle the grievance at his level. If the Departmental Head feels that he could settle the issue at his level, he may, if necessary, extend the period by a further two days under intimation to the workman, who has represented the grievance.

### (iii) THIRD STAGE

If the Departmental Head fails to give a decision within the period prescribed in sub-para (ii) above, or if the aggrieved workman is not satisfied with the decision given by the Departmental Head, the aggrieved workman may send a representation in the form enclosed as Appendix-III to the Secretary to the Grievance Committee referred to in para '8' below for the redressal of his grievance. A copy of the representation is to be sent by the workman to the Departmental/Divisional Head, who gave the decision at the second stage. The Grievance Committee will call for the records relating to the consideration of the grievance at the first and second stages referred to in sub paras (i) and (ii) above, carefully examine the grievance in consultation with the specialist officers if any concerned, giving personal hearing to the aggrieved workman and give its decision within fifteen days of the date on which the Secretary of the Committee received the grievance from the concerned workman. Unanimous decisions of the Committee regarding redressal of workman's grievance shall be implemented. The decision of the Committee should be in conformity with the Rules, Regulations and policies of the Company. If there is no unanimity in the Committee in regard to redressal of grievance of the workman, the workman concerned would be informed of the gist of the views expressed in the Committee.

### PETITION TO GENERAL MANAGER

4. If the aggrieved workman is not satisfied with the decision of the Committee, he may prefer a petition to the General Manager/Head of the division concerned in the form enclosed as Appendix-IV redressal of his grievance with such additional facts as he may like to represent employees of corporate office may present petition in such cases to Director(Finance). A copy of the petition is to be forwarded by the workman to the Secretary of the Grievance Committee. The General Manager/Head of the Division in the case of Division, the Director(Finance) in the case of the staff of Corporate Office, would then, if necessary after giving a personal hearing to the aggrieved workman, give his decision within thirty days of the receipt of the petition.

### APPEAL ON DECISION OF GENERAL MANAGER

5. In the case of Divisions, if the aggrieved workman is not satisfied with the decision of the General Manager/Head of the Division, the recognised Union may, if it so desires, take up the case with the Managing Director within thirty days from the date of the decision of the General Manager/Head of the Division. The Managing Director after

reviewing the case, will give his decision within thirty days from the date of receipt of the Union's representation. The decision of the Managing Director will be final.

## DECISIONS

6. All decisions on grievance preferred under the grievance procedure should be in conformity with the Rules, Regulations and Policies of the Company.

7. The Divisions/Corporate Office shall notify the names and designations of Officers to whom grievances at first stage and second stage shall be submitted for the general information of workmen and Officers concerned.

## 8. CONSTITUTION OF GRIEVANCE COMMITTEE

8.1 The Grievance Committee referred to in sub-para (iii) of para 3 above shall comprise of the following:

- (a) Deputy General Manager concerned (where there is no Deputy General Manager, an Officer not below Grade-V nominated by the General Manager/Head)
- (b) The representatives of Administration Department (e.g. Senior Manager or Manager(P&A)).
- (c) Two representatives of the recognised union of the Division, one of whom would be an office bearer of the union and the other would be a representative of the union preferably working in the Department in which the aggrieved workman was employed.

8.2 The representative of the Administration Department referred to at (b) above shall act as the Member-Secretary of the Committee.

8.3 The management representative on the Grievance Committee at Corporate Office will comprise of Head of Finance and Head of Personnel/Admin. In respect of employees working in Liaison Office, the Grievance Committee will be that of the Division/Office to which they are attached.

## GENERAL

9. (i) Absence from the work spot of an aggrieved workman or co-workman or union representative for appearing before any of the authorities presented in sub-paras (i), (ii), (iii) of para 3 and 4 on the basis of written authority will be treated as on duty.

- (ii) The time limit within which the workman may take up his grievance from one stage to another shall be ten days from the date of receipt of the decision of the appropriate authority or if no decision is given, on the expiry of the stipulated period of ten days from the last date for giving decision.
- (iii) In calculating the various time intervals for the above purpose, holidays and leaves availed of by the concerned individuals including the appropriate authorities of the management shall not be reckoned.
- (iv) If a grievance arises out of an order given by the management, the said order shall be complied with before the workman concerned invokes the procedure laid down for redressal of grievances. If, however, there is a time lag between the issue of order and its compliance, the Grievance procedure may immediately be invoked but the order nevertheless must be complied within the due date, even if all the steps in the Grievance Procedure have not been exhausted. It may, however, be advisable for the management to await the findings of the Grievance Procedure Machinery.
- (v) No workman shall be harassed or victimised for having preferred grievance to be processed under this procedure.
- (vi) Where a workman has taken up a grievance for redressal under the Grievance Procedure, the formal Conciliation Machinery shall not intervene till all steps in the procedure are exhausted.
- (vii) Workman should submit their grievance petitions at least within a period of one year from the date of occurrence of the cause of grievance. However, the General Managers/Head in the case of Divisions and Directors(Finance) in the case of Corporate Office, may relax this condition, if in exceptional circumstances the workman gives satisfactory reason for not submitting the grievance petition within the prescribed time limit of one year.

10. The General Manager/Head of the Division in consultation with the concerned recognised union is to review every six months the grievances that arose within the division, during the relevant six months period, the type of grievance that arose and the decisions taken thereon. As a result of this review if it is observed that certain typical grievances have arisen repeatedly, action may be initiated to consider prevention of occurrence of such grievances in future.

## 11. TERMINATION OF EMPLOYMENT ON ACCOUNT OF LOSS OF LIEN

11.1 Workmen whose lien on their employment is terminated in accordance with the provisions of the Standing Orders for unauthorized absence, may represent to the

concerned General Manager, for reconsideration of the decision of the Management regarding the termination of their lien. The General Manager would give the concerned workmen a personal hearing and in doing so the workman may be assisted by a co-workman or a representative of the recognised union, if he so desires.

11.2 If the individual is not satisfied with the decision given by the General Manager, the recognized union may, if it so desired, request the Managing Director to review the case. The Managing Director will then give a decision taking into consideration all the facts of the case whose decision shall be final.

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## **GRIEVANCE REDRESSAL (OFFICERS)**

### **Authority**

**(ANNEXURE - II)**

PC No.15/89

Dt.15-05-1989

### **1. OBJECTIVES**

The objective of the scheme of Grievance Redressal Procedure is to Provide to Officers an easily accessible machinery for ventilation and promote redressal of their individual grievance thus leading to increased. Job satisfaction and resulting in improved productivity and efficiency.

### **2. APPLICABILITY**

The scheme will cover all Officers of BDL in Grade-I to VIi.

### **3. DEFINITION OF GRIEVANCE**

Grievance for the purpose of these rules shall mean dissatisfaction arising out of the decision of the Management concerning the officers in respect of any condition of service such as seniority, transfer, work assignment or designation or non-extension of benefits due under the Rules, of an individual nature, but does not include representations on matters of general policy or grievances pertaining to or arising out of Annual Performance Appraisal, selection through DPC/open Selection and punishments imposed in terms of Conduct, Discipline & Appeal Rules of the Company.

### **4. PROCEDURE FOR HANDLING GRIEVANCE**

Subject to the above conditions, individual grievance of officers shall be processed and dealt with in the following manner:

4.1 An aggrieved officer, who has a grievance on any matter enumerated above, shall present his grievance in writing giving full details of his grievance to his Departmental Head, who shall meet the concerned officer in the presence of the Officer's immediate superior. After hearing the grievance, the Head of the Department should give his decision within fifteen days of the receipt of the grievance. He may, if necessary consult any specialist officer like the Head of administration & Personnel Department or Finance or Management Services Department etc.

4.2 In case the Departmental Head fails to give his decision within the time stipulated above or if the officer is not satisfied with the decision of the Departmental Head, he may send a representation to the Secretary or the Grievance Redressal Committee with a copy

to Departmental Head, who gave/did not give the decision at the first stage. The Grievance Redressal Committee will call for the records relating to the consideration of the grievance at the first stage referred to in para 4.1 above, carefully examine the grievance in consultation with the specialist officer, if any concerned, and give personal hearing to the aggrieved officer, if considered necessary. The committee will give its recommendations to the General Manager/Head of the Division within one month from the date of receipt of the grievance by the secretary of the committee. The decision of the General Manager/Head of the Division which will be conveyed to the aggrieved officer within one month from the date of receipt of the recommendation of the Grievance Committee, will be final subject to the provisions contained in para 4.3 below.

4.3 In exceptional cases, the aggrieved officer whose grievance was considered and who is not satisfied with the decision of the General Manager/Head of the Division, will have the option to appeal to the Managing Director/Director concerned. Decision of such appeals will be taken within one month from the date of receipt of appeal and conveyed to the officer. The decision of the Managing Director/Director concerned, as the case may be, will be final and binding on the aggrieved officer.

## 5. COMPOSITION OF GRIEVANCE REDRESSAL COMMITTEE

5.1 The Grievance Redressal Committee will consists of Additional General Manager of the Division and Deputy General Manager(Personnel & Administration)/ Senior Manager(Personnel & Administration)/Manager (personnel & Administration) of the division. The Chairman of the Committee will be the Addl. General Manager. He may co-opt one Additional member on the committee depending upon the nature of the grievance received by the Committee. In a Division where there is no Addl. General Manager, the Deputy General Manager will be the Chairman of the Committee. Senior Manager (P&A)/ Manager (P&A) will be the Secretary of the Grievance Committee

5.2 In the case of Corporate office and Liaison Officer at New Delhi the Grievance Redressal Committee will consist of the following:

1. Head Finance : Chairman
2. DGM(Planning) : Member
3. DGM(P&A) : Member Secretary

## 6. GENERAL GUIDELINES AND CONDITIONS



- i) The Officer shall bring up his grievance, if any, immediately and in any case within a period of three months of its occurrence.
- ii) If the grievance arises out of an order given by the Management the said order shall be complied with before the officer concerned invokes the procedure laid down herein for redressal of his grievance.
- iii) The Division/Corporate office shall notify the names and designations of Departmental Heads to whom Grievance at the first stage to be notified.
- iv) Absence from work spot of an aggrieved officer for appearing before any of the authorities prescribed in the procedure on the basis of written authority will be treated as on duty.

7. All recommendations of the Grievance Committee and decisions of the Grievance redressal authorities, on grievance preferred under the Grievance Procedure shall be in conformity with the Rules, Regulations and Policies of the Company.

## 8. TIME LIMIT

8.1 Time limit within which the officer may take up his grievance from one stage to another will be ten days, from the date of receipt of the decision of the appropriate authority or if no decision is given, on the expiry of the stipulated period of ten days from the last date for giving the decision.

8.2 In calculating the various time intervals, holidays and leaves availed by the concerned individual including the appropriate authorities of the Management will not be reckoned.

## 9. RETURNS

A half yearly return on the number of grievances received and disposed off as on 1<sup>st</sup> January of every year may be forwarded to the Corporate office in the proforma at Appendix 'A', so as to reach the office by 31<sup>st</sup> July and 31<sup>st</sup> January of each year, respectively.

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BHARAT DYNAMICS LIMITED  
-----DIVISION

GRIEVANCE PETITION (FIRST STAGE)

FROM: Name :

Section :

Designation :

Deptt. :

Code :

(with reference to the list as

To :----- under, write the relevant  
alphabet, indicating type of  
----- grievance.

---

GRIEVANCE IN BRIEF

Date:

SIGNATURE

---

DECISION

Date

SIGNATURE

TO:-----

-----  
(Reply should be sent within six days of the receipt of the Grievance)

-----  
Copy to : SM/M(P&A)

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TYPE OF GRIEVANCE THAT CAN BE TAKEN UP UNDER THE GRIEVANCE  
PROCEDURE

- |   |                       |
|---|-----------------------|
| a) Payment of wages   | b) Overtime Wages     |
| c) Leave  | d) Transfer           |
| e) Promotion  | f) Seniority          |
| g) Work assignment  | h) Working Conditions |
| i) Designations   |                       |
| j) Non-extension of Welfare amenity or benefit under rules. |                       |

APPENDIX-II

BHARAT DYNAMICS LIMITED  
-----DIVISION

GRIEVANCE PETITION (SECOND STAGE)

FROM:

Name : Deptt or  
Staff No.: Section.  
Desig. :

Code :  
(with reference to the list as  
under, write the relevant  
alphabet, indi-  
cating type of grievance)

To: ..... Through Sectional Head  
..... who gave decision at first  
..... stage

-----  
GRIEVANCE IN BRIEF

DATE: Signature

(The decision of the Sectional Head at the first stage should be attached)

-----  
DECISION OF DEPARTMENTAL HEAD

DATE:

Signature

TO:Shri.....

.....

Through: Sectional Head

(Reply should normally be sent within ten days of the date on which the grievance is received. If necessary the period may be extended by a further two days under intimation to the aggrieved workman).

Copy to : SM/M(P&A)

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TYPE OF GRIEVANCE THAT CAN BE TAKEN UP UNDER THE GRIEVANCE  
PROCEDURE

- |                     |  |
|---------------------|--|
| a. Payment of Wages | b. Overtime wages  |
| c. Leave            | d. Transfer  |
| e. Promotion        | f. Seniority   |
| g. Work assignment  | h. Working Conditions  |
| i. Designations     | j. Non-extension of welfare amenity<br>or benefit under rules. |

BHARAT DYNAMICS LIMITED

-----DIVISION

GRIEVANCE PETITION(THIRD STAGE)

FROM:

Name : Section/  
Deptt./

Staff No. :

Designation : Code :  
(with reference to the list as  
under, write the relevant  
alphabet,  
indicating type of grievance)

To:The Secretary  
Grievance Committee

Through Sectional Head who  
gave decision at first stage

-----  
GRIEVANCE IN BRIEF

Date: Signature

(The decision of the Sectional Head at the 1<sup>st</sup> stage should be attached and the decision  
of the Department Head at the Second stage should be attached)

-----  
DECISION OF THE GRIEVANCE COMMITTEE

Date: Signature

GRIEVANCE COMMITTEE

TO:Shri.....

..... Through:

(Reply should normally be sent within 15 days of the date on which the committee  
received the grievance from the concerned workmen)

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TYPE OF GRIEVANCE THAT CAN BE TAKEN UP UNDER THE GRIEVANCE  
PROCEDURE

- |                     |  |
|---------------------|--|
| a. Payment of Wages | b. Overtime wages  |
| c. Leave            | d. Transfer  |
| e. Promotion        | f. Seniority   |
| g. Work assignment  | h. Working Conditions  |
| i. Designations     | j. Non-extension of welfare amenity<br>or benefit under rules. |

APPENDIX-IV

BHARAT DYNAMICS LIMITED

-----DIVISION

GRIEVANCE PETITION TO GENERAL MANAGER

FROM: Name:

Section/

St.No:

Deptt.

Designation:

Code :

(With reference to the list as under,  
write the relevant alphabet, indicate  
type of grievance)

-----  
GRIEVANCE IN BRIEF

Date:

SIGNATURE

TO : General Manager-

Through: Departmental Head

(The decision of the Grievance Committee at the third stage and of the departmental  
Head at second stage and Section Head at first stage should be attached).

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A BRIEF RESUME OF THE CASE AND THE DECISIONS TAKEN BY THE  
GRIEVANCE COMMITTEE

Date:

SIGNATURE

Designation :SM/M(P&A)

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DECISION OF GENERAL MANAGER

Date:

SIGNATURE

---

Note: Decision to be communicated to the employee separately.

Copy to : SM/M(P&A)

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TYPE OF GRIEVANCE THAT CAN BE TAKEN UP UNDER THE GRIEVANCE  
PROCEDURE

- |                     |  |
|---------------------|--|
| a. Payment of wages | b. Overtime wages  |
| c. Leave            | d. Transfer  |
| e. Promotion        | f. Seniority   |
| g. Work assignment  | h. Working conditions  |
| i. Designation      | j. Non-extension of welfare<br>amenity or benefit under rules. |



APPENDIX 'A'

RETURN UNDER THE GRIEVANCE REDERESSAL PROCEDURE  
FOR OFFICER FROM THE HALF YEAR ENDING \_\_\_\_\_

1. No. of grievances.
2. Type/Nature of Grievance (Briefly)
3. No. of Grievances disposed off  
at Departmental Head's Stage.
4. No. of Grievances disposed off  
at Grievance Redressal Committee's  
Stage
5. No. of appeals preferred against orders  
On Grievance Redressal Committee's  
Recommendations.
6. Remarks

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