
**TITLE: PROCEDURE FOR ATTENDING & MANAGING GRIEVANCE MECHANISM,
COMPLAINTS AND APPEAL**

REVIEWED BY: -

APPROVED BY: -

HOD H.R. & Admin

V.P. (Const Operations)

DATE:

DATE:

ISSUED TO:

CONTROLLED COPY NO:

ISSUED DATE:

1.0 PURPOSE:

To ensure that, procedure for attending and management of grievances and complaints received from employees, contractors & contract workers, suppliers, internal & external stake holders and provide guidance and action to be taken.

2.0 SCOPE:

This procedure is applicable for attending and handling grievances mechanism and complaints received from employees, contractors & contract workers, suppliers, internal & external stakeholders.

3.0 RESPONSIBILITY:

Top Management, Project Managers, and all concerned HOD's, HOD HRD are responsible for review, establish, and maintain this procedure.

4.0 REFERENCE:

Human Rights and Working Conditions Policy.

5.0 PROCEDURE:

5.1 a) Human Rights complaints – Complaints received from employees, contractors & contract workers, suppliers, internal & external stake holders are received and recorded by concern Project Manager in Grievances and Complaint Register (Refer G&C/701)

b) Original complaint received in writing is provided with Serial No in the register and then forwarded to concern HOD/Department for providing necessary information.



**TITLE: PROCEDURE FOR ATTENDING & MANAGING GRIEVANCE MECHANISM,
COMPLAINTS AND APPEAL**

c) Detail investigation is carried out by Project Manager and concerned employee, Stake holders are communicated with facts and figures.

d) Project Manager shall listen to concern HOD & Stake holders jointly and sort out problems faced by employees and stake holders.

e) Action to be recorded in the register against the complaints/grievances and signature of the concerned HOD, Employee & Stake holder is obtained in the register having agreed for complaints and grievances settled and communicated to Employees & Stake holders.

5.2 Environmental Complaints -

Environmental complaints are generally received from the labour camp and from neighborhood and Government agencies. They are related to Noise pollution, Air pollution, waste management and late-night working.

5.3 Unethical Business Practices -

Employees, Internal and external stake holders, contractors and contract labours are not allowed for conducting unethical activities such as exchanging of commercial and technical data to unauthorized persons including our competitors and miss use of company asset for personal benefits such as gifts.

5.4 Evaluation and effectiveness of complaints above procedure -

Concerned HODs and Project Managers shall maintain the record of receiving, handling and closing of complaints and grievances in Register G&C/701. Concerned HOD and Project Manager shall analysis and present the details of complaints and grievances received and closed on quarterly basis in MRM. Top Management shall review the details of complaints and grievances and decide the actions and evaluate guidance to HODs & Project Managers.

5.5 Appeal -

Concerned HODs and Project Managers shall receive appealing communication received from Employees, Internal and External stake holders, contractors and contract labours and suitably take necessary action and record the same in Complaints & Grievances Register (G&C/701).

5.6 This procedure communicated and available on the site notice board for Employees. Training is provided to Employees and Contractors.



BHATE & RAJE CONSTRUCTION CO. PVT. LTD.

Ref No. G&C/201/REV-0

PAGE 3 OF 3

**TITLE: PROCEDURE FOR ATTENDING & MANAGING GRIEVANCE MECHANISM,
COMPLAINTS AND APPEAL**

6.0 DOCUMENTED INFORMATION/EVIDENCE OF COMPETENCE TO BE RETAINED:

Sr. No.	Ref. No.	Description	Retained by	Retention Period
1	G&C/701	Grievances and Complaint Register	Project Manager	Permanent updated

7.0 REVISION RECORDS:

Revision record of this Documented Procedure is maintained in format No. Doc. 403 with master copy by Management Representative.

