

## GRIEVANCE REDRESSAL PROCEDURE FOR EMPLOYEES

(TVS ARGOMM PRIVATE LIMITED)

### **Objective**

This procedure is aimed at providing guidelines to amicably address the employee grievances arising in the Organization.

### **Scope**

This procedure is applicable to all employees on Organization's rolls.

### **Definition of a Grievance**

Complaints affecting one or more employees in respect of their wage payments, leave, transfer, promotion, seniority, work assignment, working conditions and interpretation of service agreement, dismissal and discharge etc. would constitute a grievance.

The points of dispute of general applicability or of considerable magnitude will fall outside the scope of this procedure.

### **Grievance Redressal Procedure**

An aggrieved employee shall first present his / her grievance verbally / in writing to the concerned Head of Department (HOD) and the same is to be settled or replied to within 3 days.

In case the employee is not satisfied with the solution / response of HOD or if no response is received within the stipulated period, the grievance shall be escalated to the grievance committee (in person or through Grievance Box at the security gate). The Grievance Committee has to resolve the matter within 15 days of receipt. Delays, if any, have to be justified with sound rationale.

In case the Grievance Committee is unable to arrive at a consensus, the recommendations of each member shall be recorded separately and forwarded to MD for final decision. In case of a consensus, the final recommendation shall be forwarded to MD for approval.

In either case the final decision of the Management shall be communicated to the aggrieved employee by the Head of P & HR Division within 7 days of the receipt of the recommendation from the management.

### **Composition of Grievance Committee**

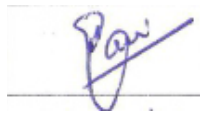
The Grievance Committee will constitute of the following:

1. Mr. A.V.Ravi – Business Head – Chairman
2. Mrs. P.Naganantha Jothi (DM – P & HR) – Member Secretary
3. Mr. S. Sathyamurthy – Plant Head – Member
4. Mr. M.Sankar Kesavan –Quality Head – Member
5. Mr. S.Sebastin Antony Stanly – PED Head – Member
6. Mr. M.Amaithi Raja – PED – Member

### **Grievance Cell**

The Grievance Cell will be responsible for recording all the grievances raised in an appropriate format and track them from registering the grievance to implementation of settlement.

Mrs. P.Naganantha Jothi (DM – P&HR) will be In-charge of the Grievance cell.



**A V RAVI**  
**BUSINESS HEAD**