



HR – Officers' Manual
CHAPTER - II
POLICIES, PROCEDURES & RULES
B-8 : Grievance Redressal Procedure

1. TITLE

The procedure for redressal of grievances of officers of the Company is laid down in the succeeding paragraphs in accordance with the Model procedure laid down by the Department of Public Enterprises. This procedure is in force from 09.12.1985.

2. OBJECTIVE

The objective of the grievance redressal procedure is to provide easily accessible machinery and to adopt such measures for expeditious redressal of grievances of officers leading to increased satisfaction on the job and resulting in improved productivity and efficiency of the Organisation.

3. GRIEVANCE

Grievance for the purpose of this scheme will only mean a grievance relating to any officer arising out of the implementation of the policies / rules / decisions of the Organisation. It can include matters relating to leave, increment, acting arrangements, non-extension of benefits under rules, interpretation of Service Rules, etc. of an individual nature.

4. PROCEDURE FOR HANDLING GRIEVANCES

4.1 The grievance of an individual officer shall henceforth be processed and dealt with in the following manner:

4.1.1 An aggrieved officer shall take up his/her grievance(s) orally with his/her immediate superior who will give a personal hearing and try to resolve the grievance(s) at his/her level within a week.

4.1.2 If the grievance is not satisfactorily redressed, the aggrieved officer may submit his grievance in writing to the Departmental Head. The Departmental Head concerned will take action within his powers to redress the grievance. In case it is beyond his power to redress the grievance, he may refer it to the Grievance Redressal Committee mentioned at Para-5 below. This will be done within 10 days of receipt of the grievance in writing.

4.1.3 The Grievance Redressal Committee will assemble at least once a month on any suitable date to be decided by the President of the Committee, examine the grievances received and submit its recommendations within a month to the Deciding Authority mentioned at Para-6 below.

4.1.4 Deciding Authority may consult associate financial authorities, where appropriate, before taking the decision.



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4.2 In exceptional cases, with the concurrence of the Grievance Redressal Committee and the Deciding Authority, the aggrieved officer whose grievance has been considered and is not satisfied with the decision of the Deciding Authority, will have an option to appeal to the Chairman & Managing Director. A decision on such appeals will be taken within one month of receipt of the appeal and will be final and binding on the aggrieved officer and the Management.

5. COMPOSITION OF THE GRIEVANCE REDRESSAL COMMITTEE

The Committee will be headed by a President of the rank of ED/GM. The composition of the Committee for redressal of grievance will be as promulgated by the Chairman & Managing Director from time to time.

6. DECIDING AUTHORITY

The Deciding Authority will be the respective Functional Director.

7. OVERALL GUIDELINES AND CONDITIONS

7.1 The concerned officer shall bring up his grievance immediately on occurrence and in any case within one month of its occurrence.

7.2 If the grievance arises out of an order given by a Senior Officer, the said order shall be complied with before the concerned officer invokes the grievance procedure.

7.3 Grievances in respect of the following officers / cases will not fall within the purview of the Grievance Redressal Committee. In their case, the procedure will be as under:

- i) In case of officers of the rank of Director, the individual grievance may be taken up directly with the Chairman & Managing Director;
- ii) In the case of officers of the rank of Executive Director / General Manager, the individual grievance may be taken up with the concerned Director;
- iii) Grievances pertaining to disciplinary action will continue to be dealt with under the Mazagon Dock Officers' Conduct, Discipline & Appeal Rules;
- iv) Grievances arising out of discharge or dismissal of an officer will continue to be dealt with as per the Service Rules applicable to officers;



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- v) In the case of grievances relating to promotions, the Departmental Promotion Committee will constitute the Grievance Redressal Committee, as well as the Deciding Authority;
 - vi) If an Officer has a grievance regarding his supersession on promulgation of promotion orders, he may make a representation to the concerned HOD who will examine the case and submit the same with his remarks and recommendations through the concerned Director and D (CP&P) to CMD for orders. Representations must be submitted within one month of the date of promotion orders and should be replied by D (CP&P) within 2 months.
- 7.4 Grievances submitted in writing and attended to by the Departmental Head or the Grievance Redressal Committee will be maintained in a register with details, such as, name of the officer and date of the grievance, brief summary of the grievance, remedial action taken, details of decision communicated etc.
- 7.5 The Presidents of the Grievance Committee will make a monthly report and will send the same to CMD on the first of the month indicating the matter dealt with by the Committee in the previous month.