

## Grievance Handling<sup>1</sup>

IGS believes in transparency, freedom of expression, providing equal opportunities to all its employees. However, it is natural for members of the organisation to feel genuinely aggrieved with certain decisions, processes and behaviours of one or more individuals in the organisation. It is the responsibility of those in decision making positions to first listen to these voices in the organisation without pre-judgement and then make attempts to address genuine concerns of relevant team members through appropriate actions. This is in keeping with IGS's culture and also imperative for retention and development of employees and teams.

The following will form the generic procedure for listening to and addressing any grievance of IGS employees:


- Aggrieved Person (AP) discusses the problem with her/his Reporting Officer (RO) who will form the First Level Authority (FLA) for grievance handling. The RO will carve out space and time to give the employee an honest hearing, understand the problem and makes necessary interpretation on the concern / incident. The FLA is expected to be familiar with the organization norms with respect to the matter under discussion. If not, s/he shall put all her/his good efforts to know the same from relevant unit.
- If the RO believes that the grievance needs attention of the State Head/Representative - the Second Level Authority (SLA), the same shall be submitted to the authority.
- If the SLA believes that the matter needs the attention of the head of the concerned Unit / Subject Matter Lead, the same is communicated to the Final Authority (FA) with the SLA's remarks. For who would constitute the FA in case of different types of complaints, please see table below.
- The FA shall understand the concern and review the process and communications right from the time of submission of the grievance and will give her/his decision on the matter, communicating the same to the AP and her/his RO.

The following table provides some examples of how different types of commonly experienced grievances will be processed and handled:

S. No.	Grievance	First Level Authority (FLA)*	Indicated period for grievance handling at FLA	Second Level of Authority (SLA)**	Indicated period for grievance handling at SLA	Final Authority (FA)***	Indicated period for grievance handling at FA
1a	Ill treatment by colleagues, peers and subordinates	RO	10 working days	Next Level RO	10 working days	Head –HR	10 working days
1b	Ill treatment by RO	Next Level RO	10 working days	Next Level RO	10 working days	Head –HR	10 working days
2	Salary, increments and Performance Pay related	RO	10 working days	Head-HR	10 working days	CEO	10 working days
3	Transfer related	RO	10 working days	Next Level RO	10 working days	Next level RO and VP <sup>2</sup>	10 working days
4	Promotion related	RO	10 working days	Next Level RO	10 working days	MD	10 working days

<sup>1</sup> This document replaces the sub-section on **Grievance Handling** (p.15-16) under **section 4.5 on Benefits, Rewards, Rights & Resolution** in IGS's HR Manual v5. The changes are effective from 15<sup>th</sup> May 2019.

<sup>2</sup> In case there is no VP appointed in IGS, the Associate Vice-President will be part of the FA with CEO/MD





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5	Training related	RO	10 working days	Next Level RO	10 working days	Head –HR	10 working days
6	PF related	RO	10 working days	Next Level RO	10 working days	Head –HR	10 working days
7	Gratuity related	RO	10 working days	Next Level RO	10 working days	Head –HR	10 working days
8	Misbehaviour with colleagues	RO. If RO is a male then one of the female colleagues at the same or next level	10 working days	Head-HR <sup>3</sup>	10 working days	MD	10 working days

\* From date of submission of complete data/information on grievance by AP \*\* From date of submission of complete data/information possessed by FLA \*\*\* From date of submission of complete data/information possessed by SLA

IGS shall attempt to take legal recourse for protection of its interest, if warranted. Specific such actions can be detailed in this section as things come up.

In case the responses at any level do not satisfy the AP and s/he believes that it needs the attention of the CEO/MD, s/he can approach her/him directly by providing the following details of her/his concern at [suno@igsindia.org.in](mailto:suno@igsindia.org.in) :

- the specific problem
- RO response
- FLA or/and SLA response so far

On receiving the above information, the CEO/MD may call the aggrieved person and dispose the grievance through a decision. It is essential that each person handling the employee's concern is proactive and objective in handling these matters.

All employees can post their genuine grievances which are not resolved by their ROs or if there is any genuine concern on any organisational policy at [suno@igsindia.org.in](mailto:suno@igsindia.org.in) . Please note that while you can post here any kind of grievance which is affecting you personally or if you feel it is hampering your performance and/or the organization, we do not encourage such grievances being escalated as could have been resolved by the RO or with self-effort.

The ROs and Head-HR shall communicate to the CEO/MD a record of grievances received, handled (including those in process) on a monthly basis, by the 5<sup>th</sup> of the next month on a specially created email [suno@igsindia.org.in](mailto:suno@igsindia.org.in) The CEO/MD will keep track of the grievances received and solutions provided.

**IGS will ensure 100% confidentiality of all postings and none will be vindicated because of posting their grievances, so that all employees can post any grievance freely.**

<sup>3</sup> Head-HR will guide the AP to approach the Internal Complaints Committee (ICC) in case the concern falls under organizational policy for POSH.



