

NUMALIGARH REFINERY LIMITED

GUWAHATI

Ref: PERS: IR: CON

20th March, 2002

Notice to: All Employees

Subject: Grievance Procedure

We are pleased to convey that Grievance Handling Procedure for Workmen has been formulated and the same has been enclosed for information of all employees. All concerned are requested to adhere to the steps indicated in the enclosed scheme. Functional Heads and HODs are requested to ensure administration of the grievances handling procedures as per the scheme evolved.

PL Barua

Advisor (HR)

Enclo: As above

CC: Managing Director

CC: Director (Finance) / Director (Technical)

CC: Executive Director (Vigilance)

CC: All functional Heads

GRIEVANCE HANDLING PROCEDURE FOR WORKMEN AT NRL

A Grievance Procedure is primarily a matter of internal administration and for this reason, the existing labour legislations have not made any elaborate provisions for redressal of day-to-day grievances in Industrial establishments. Individual complaints affecting one or more employees in respect of their wage payment, overtime, leave, transfer, promotion, work assignment, working conditions, amenities, implementation of service agreement and other matters incidental thereto can be settled as expeditiously as possible through the established machinery. Therefore, speedy disposal of workmen's grievance is the primary objective of having a Grievance Procedure. Disputes and differences, as far as practicable, should be settled as near as possible to the place of origin and reference to outside authorities should be kept to a minimum.

The procedure in regard to handling of workmen's grievances in the Company is detailed below :-

- I.
 - (a) An employee who has a complaint may submit this verbally or in writing to his immediate senior officer.
 - (b) The employee should get a reply within 3 days and if the employee is not satisfied with the reply given or action taken by his immediate superior Officer he may submit his complaint in writing, through this Officer, to the Head of the Department for appropriate action.
 - (c) If the employee is still not satisfied with the reply given or action taken by Head of his Department (the HOD should reply within 7 days), he may submit his complaint in writing through the Head of his Department to Chief Manager (P&A).
 - (d) Departmental Officers are expected to handle employees' complaints or grievances as expeditiously as possible and reply to it or act upon it without delay. Departmental Officers are not permitted to hold up written complaints which are submitted to them.

- II. A workman has the right of access to the Chief Manager (P&A) or his Deptl. Officers during working hours to obtain information /advice and, at any time during the procedure outlined in (a), (b) or (c) above.

Similarly, Deptl. Officers may make full use of the P&A Department to obtain information / guidance in order that grievances may as far as possible be eliminated.

- III. (a) if an employee is not satisfied with the reply given or action taken by CM (P&A), (CM(P&A) should reply/act within 3 days), then he may submit a

complaint in writing through the Head of his department to his Functional Head (Functional Head should resolve the issue within 3 days). If he is still not satisfied with the reply given or action taken by the functional head, he may submit his complaint to the Union of which he is a member. The Union Officials, if they consider the complaint justified, may take up the complaint on the employee's behalf and write to CM(P&A) or P&A Functional Head stating their views regarding the matter and requesting that the complaint should be carefully investigated.

- (b) if the Union is not satisfied with the reply given by CM(P&A) or Functional Head of P&A or feel that the complaint has not been thoroughly investigated, the Union may raise the issue with Advisor-(HR) or may request that the complaint be added to the Agenda for discussion at Union-Mgt. Meeting. Union-Mgt. Meetings are held at regular intervals at which management and the members of the recognised Union discuss problems of industrial relations and matters arising out of employment, implementation of agreement, revision of terms and conditions etc. Employees personal grievances are also discussed and settled at such meetings.
- (c) Should the Union not be satisfied with the stand taken by the Company with regard to any issue which has been submitted by the Union for discussion at a Union Mgt. Meeting the Union may, if it so wishes, refer the complaint to the appropriate authority under the Industrial Disputes Act, 1947.

(IV)

There is a tendency, however, for workmen to forward their individual complaints direct to the Head of Department/ Head of P&A / Functional head or even direct to the Union without first approaching their immediate superior Officer. The Company's Policy in such cases is to direct the employees to follow the established grievance procedure.
