

CENTRAL RAILSIDE WAREHOUSE COMPANY LIMITED

(A Government of India Enterprise)

No. CRWC-I/GRO/Employee Income/12-13

Dated: 14.08.2012

CIRCULAR

With the approval of the Competent Authority, the Grievance Redressal Procedure for employee and officers for resolving the redressal of grievances is enclosed herewith for information and record.


The Competent Authority has also constituted the Grievance Redressal Committee of the following officers for redressal of the grievance at point No. 5 of the circular.

- 1) GM (F&A)
- 2) SE (E&A)
- 3) DGM (M&O)-I

All the employees and officers of the company can upload their grievances addressing to Company Secretary, Corporate Office, New Delhi at e-mail ID grievances@crwc.in available on the website of the company i.e. www.crwc.in for redressal of their grievances.

The instruction contained therein may also be brought to the notice of all the employees.

Encl: As above


(P. K. Jain) 14/8/12
Superintending Engineer (E&A)

Distribution:

- 1) All Terminal Manager, RWCs.
- 2) All Executive Engineer, RWCs.

Copy to:-

- 1) GM (F&A)/ DGM (M&O)-I and DGM (M&O)-II/SE/CS Corporate Office, New Delhi.
- 2) PS to MD, CRWC, CO, New Delhi.

**GRIEVANCE REDRESSAL PROCEDURE FOR EMPLOYEES AND OFFICERS
IN THE CENTRAL RAILSIDE WAREHOUSE COMPANY LIMITED.**

1. OBJECTIVE :

The prime objective of the grievance redressal procedure is to promote practices and procedures which would ensure creation and sustenance of healthy employer-employee relationship, expeditious settlement of genuine grievances of employees and officers so as to increase satisfaction on the job, resulting in improved productivity and efficiency of the organization. Besides, this, it may result in strengthening the team spirit among all the members to perform in concert which is necessary to achieve the goals of the organisation.

2. APPLICABILITY:

The Grievance Redressal Procedure will cover all regular employees, staff and officers of the Company.

3. SCOPE:

“Grievance” for the purpose of this scheme would only mean a grievance relating to any employee/officer arising out of the implementation of the policies, rules or decisions of the Company. The grievance will include any matter relating to wage/salary payment, increment, leave compensatory holidays, working conditions, seniority, work assignment, acting arrangement, non-extension of benefits under rules, interpretation of Service Rules, Settlements etc. of an individual nature.

4. PROCEDURE FOR HANDLING GRIEVANCES:

Individual grievance of the employees and officers of the Company shall, henceforth, be processed and dealt with in the following manner:-

4.1. EMPLOYEES AT RWC/FIELD LEVEL:

An aggrieved employee or officer may submit his grievance to the designated officer in-charge of Grievance Cell at Corporate Office in the prescribed Grievance Format. However, the employee or officer subordinate to the Terminal Manager in the field shall route his grievance to the officer in-charge of Grievance Cell at Corporate Office through Terminal Manager and Terminal Manager should forward the same within two working days of receipt of grievance along with his comments/recommendations and also inform the employee/officer in writing accordingly.

Terminal Manager in his own case may forward his grievance in the prescribed format directly to the office in-charge of Redressal Cell.

4.2. Officer in-charge of Grievance Cell at Corporate Office shall redress the grievance wherever it is possible to do so at his level and inform the employee/officer of the decision directly or through the Terminal Manager wherever grievance routed through him, within 15 days of the receipt of grievance.

4.3. In case grievance is not resolved or settled amicably at the level of officer in-charge of Grievance Cell or the aggrieved employee/officer is not satisfied with the decision of the officer in-charge of Grievance Cell or fails to get a response from him within stipulated period, he may request the officer in-charge of Grievance Cell to refer his grievance to the "Grievance Redressal Committee". The officer in-charge of Grievance Cell shall accordingly refer the same together with the comments/recommendations to Grievance Redressal Committee within 15 days of the request of the employee/officer.

4.4 On receipt of the grievance from the officer in-charge of the Grievance Cell, the Grievance Redressal Committee (GRC) shall inform the employee/officer the decision of the Committee in writing within 45 days of

the receipt of the reference and decision will be final subject to the provision contained below.

4.5 In exceptional cases, with the concurrence of the Grievance Redressal Committee at Corporate Office, the aggrieved employee/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 Managing Director of the Company. The decision of such appeal will be taken within one month of the receipt of the appeal. The decision of the Managing Director shall be final and binding on the aggrieved employee/officer and the management.

4.6 **SPECIAL PROCEDURE:**

The same in respect of the following categories of officers will not fall within the purview of Grievance Redressal Committee, Corporate Office. In their case, the procedure will be as under:

- a) Officers reporting directly to the Managing Director may approach him for resolving their grievance.
- b) Where the grievance of any officer of the Company who is a member of the Grievance Redressal Committee may approach directly to the Managing Director for resolving their grievance.
- c) The employees/officers may take up directly grievance of an individual officer/employee as the case may be to the Managing Director where the grievance has remained unresolved for more than three months or where it is likely to affect adversely the morale of other employees.

5. **COMPOSITION OF THE GRIEVANCE REDRESSAL COMMITTEES** :

The Grievance Redressal Committee will comprise of the following:

1. One Member from Accounts Section.

2. One Member from Engineering Section.
3. One Member from Marketing and Operation Section.

Senior most member of the Committee shall be the Chairman of the Committee.

6. **SCOPE AND FUNCTIONS OF THE GRIEVANCE COMMITTEES :**

- a) Meet at least once in a month.
- b) Go into the cases of alleged injustice and other grievance of individual nature as submitted to the Committee.
- c) Seek additional information/clarification from the management/officers or individual concerned if, in its opinion, it is essential to arrive at a decision.
- d) Give oral hearing during its sitting or may also consider written brief submitted to the Committee.
- e) Investigate or inquire into the matter or cause it to be inquired with a view to remove any injustice allegedly suffered by such individual whose cases are referred to the Committee.
- f) Take conclusive decision and submit its recommendations to the Deciding Authority for removal of alleged injustice/grievance.

GENERAL GUIDELINES AND CONDITIONS

7.1 The employee/officer shall bring up his grievance immediately and in any case within a period of three months of its occurrence of grievance/decision.

7.2 If the grievance arises out of an order given by the management, the said order shall be complied with before the employee/officer concerned invokes the procedure laid down herein for redressal of his grievance.

7.3 Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure:

- a) Annual performance appraisals/Confidential Reports;
- b) Promotions including DPC's minutes and decisions;
- c) Where the grievance does not relate to an individual employee or an officer; and
- d) In the case of any grievance arising out of discharge or dismissal of an employee or officer.
- e) Grievance related to Court Case and Vigilance Case.
- f) Grievance related to Transfer.

7.4 Grievance pertaining to or arising out of disciplinary action or appeal against such action shall be channelled to the Competent Authority as laid down under the Company's Conduct Rules and in such cases the grievance redressal procedure will not apply.

7.5 All grievance referred to the Grievance Redressal Committee/Managing Director, shall be entered in a Register to be maintained for the purpose by the designated officer (s). The number of grievance settled or pending will be reported to the Managing Director every month.

7.6 In calculating the time intervals mentioned in the above procedure, holidays shall not be reckoned.

7.7. The employee may refer only cases of financial claims pending over one month from the date of their submission under this procedure, for expediting payment.

7.8 The grievance can also be filed on line on the website of the Company i.e. www.crw.com. The Company Secretary shall ensure that all such complaints are submitted for processing by the Committee from Employee Corner.

GRIEVANCE FORMAT

NAME _____

DESIGNATION _____

PLACE OF WORK _____

NATURE OF GRIEVANCE

Comments/recommendations of Terminal Manager/Supervisor:

SIGNATURE