

**KAMARAJAR PORT LIMITED**  
**GRIEVANCE REDRESSAL POLICY AND PROCEDURE**

**1. Objective**

The objective of the grievance redressal procedure is to provide an easily accessible machinery for settlement of grievances and to adopt measures in Kamarajar Port Limited (KPL) as would ensure expeditious settlement of grievances of all employees (Officers and Non Officers) leading to increased satisfaction on the job and resulting in improved productivity and efficiency of the organization.

**2. Applicability**

The scheme will cover all regular employees of KPL up to the level of Deputy General Manager (E7).

**3. Grievance**

'Grievance' for the purpose of this scheme would only mean a grievance relating to any individual employee arising out of the implementation of the policies / rules or decisions of the Management at KPL.

It can include matters of an individual nature relating to leave, salary payment, recovery of dues, pay fixation, increment, working conditions, allotment of residential quarters, transfer, acting arrangements, non-extension of benefits under rules, interpretation of Service Rules etc.

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. Matters relating to disciplinary action / enquiry and vigilance cases
- d. Where the grievance does not relate to an individual employee and
- e. Cases relating to vigilance, security, or grievances arising out of discharge or dismissal or termination from service

Grievances 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 Conduct, Discipline and Appeal Rules of the organization and in such cases the grievance redressal procedure will not apply.

**4. Procedure for handling grievances**

Subject to the above provisions, individual grievances of employees shall henceforth be processed and dealt within the following manner:

4.1 Stage 1: An aggrieved employee shall take up his grievance(s) orally with his immediate superior (not below the rank of Manager – E4) who will give a personal hearing and try to resolve the grievance(s) at his level within a week. Wherever necessary, the immediate superior will consult the Head of the Department before communicating back with the aggrieved employee.

4.2 Stage 2: If the grievance is not satisfactorily redressed, the aggrieved employee may submit his grievance in writing (Annexure 1) to the Head of the Department (HoD) concerned. The HoD will record his comments on the representation within seven days of receiving the representation from the aggrieved employee after making necessary enquiries /obtaining comments from other departments, if required. If the aggrieved employee desires to present his case personally before the HoD, he shall be given an opportunity to do so before the HoD takes a decision on the grievance.

4.3 Stage 3: If the grievance is not satisfactorily redressed by the HoD or if a response is not provided by the HoD within the stipulated period, the aggrieved employee may submit his grievance in writing to the Grievance Redressal Committee (Annexure 2). If the aggrieved employee desires to present his case personally before the Grievance Redressal Committee, he shall be given an opportunity to do so before the Committee takes a decision on the grievance. The decision of the Grievance Redressal Committee will be conveyed within one month to the aggrieved employee.

4.4 Stage 4: If the aggrieved staff member/officer is not satisfied with the decision of the Grievance Redressal Committee, he may submit his grievance to the CMD (Annexure 3). If the aggrieved employee desires to present his case personally before the CMD, he shall be given an opportunity to do so before the CMD takes a decision on the grievance. The decision of the CMD will be final and binding on the aggrieved employee and the management. The decision of the CMD shall be conveyed within one month of receipt of grievance, to the aggrieved employee.

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

- i. In the case of officers who are one step below the Board level, the individual grievance may be taken up with the concerned Director.
- ii. Officers reporting directly to the CMD may approach him for resolving their grievances.

## 5. Composition of Committees

### 5.1 Grievance Redressal Committee

Sl.	Designation	Role on Committee
1	A Director level Officer nominated by the CMD	Chairman
2	Head of Department concerned (Not below the rank of GM)	Member
3	Representative from other department (Not below the rank of DGM)	Member
4	Representative from HR Department	Member Secretary

5.2 The CMD of KPL may modify the composition and tenure of the Grievance Redressal Committee annually

5.3 An aggrieved employee shall not be a member of any committee which is seized with his/her own grievance. Suitable substitution of such a member shall be done by the CMD.

5.4 The Grievance Redressal Committee shall meet at least once a month.

## **6. Overall guidance and conditions**

- 6.1 The Staff member / officer shall bring up his grievance immediately and in any case within a period of 3 months of its occurrence.
- 6.2 If the grievance arises out of an order given by the management the said order shall be complied with before the employee concerned invokes the procedure laid down herein for redressal of his grievance.
- 6.3 If the grievance is against the Officer dealing with the Grievance at the first stage, the executive can directly refer his case to the 2nd stage
- 6.4 If the grievance is against the HoD to which the individual belongs, he / she can directly go to the 3rd stage i.e., the Grievance Committee
- 6.5 All grievances referred to the Grievance Redressal Committee / CMD shall be entered in a Register to be maintained for the purpose by the designated officer(s). The number of grievances, settled or pending, will be reported to the CMD every month.

**Annexure 1: Format for submission of grievance to HoD**

<b>Employee Name</b>	
<b>Employee No</b>	
<b>Department / Division</b>	
<b>Grievance in brief</b>	
<b>Submitted to</b>	
<b>Date</b>	
<b>Signature</b>	

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*For Office Use Only (2 Copies – One for records; One for employee)*

<b>Grievance Number</b>	
<b>Received On (Date)</b>	
<b>Discussed on</b> <i>(if requested by the employee)</i>	
<b>Details of Action Taken</b> <i>(after discussion)</i>	
<b>Date of reply to employee</b>	
<b>Additional information (if any) to be provided on separate sheet</b>	

**Annexure 2: Format for submission of grievance to Grievance Redressal Committee**

<b>Employee Name</b>	
<b>Employee No</b>	
<b>Department / Division</b>	
<b>Grievance in brief</b>	
<b>Reason for appeal</b>	
<b>Submitted to</b>	
<b>Date</b>	
<b>Signature</b>	

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<b>Received On (Date)</b>	
<b>Discussed on</b> <i>(if requested by the employee)</i>	
<b>Details of Action Taken</b> <i>(after discussion)</i>	
<b>Date of reply to employee</b>	
<b>Additional information (if any) to be provided on separate sheet</b>	

**Annexure 3: Format for submission of grievance to CMD**

<b>Employee Name</b>	
<b>Employee No</b>	
<b>Department / Division</b>	
<b>Grievance in brief</b>	
<b>Reason for appeal</b>	
<b>Submitted to</b>	
<b>Date</b>	
<b>Signature</b>	

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