

Grievance Redressal Policy



1. Purpose and 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 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

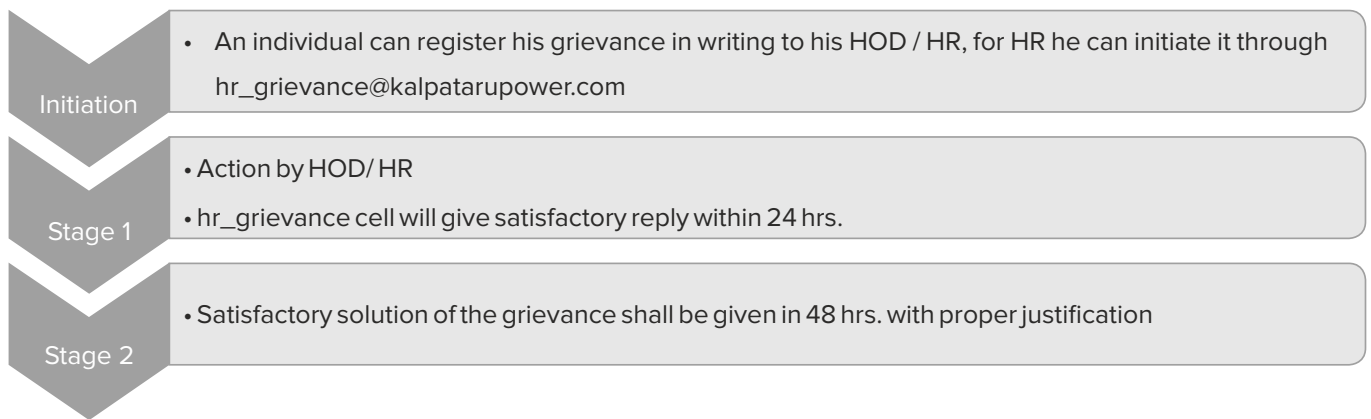
achieve the goals of the organization.

2. Scope

“Grievance” for the purpose of this scheme would only mean a grievance relating to any employee arising out of the implementation of the policies, rules or decisions of the Company, Code of conduct, Ethics, Sexual Harassment. The grievance will include any matter relating to Employee Benefits, working conditions / Environment, non-extension of benefits under rules, interpretation of Service Rules, Settlements of an individual nature.

3. Procedure for Handling Grievances:

Process Cycle:



Individual grievance of the individual, henceforth, be processed and dealt with in the following manner:-

An aggrieved employee shall first present his/her grievance verbally or in writing to the concerned head of the department or directly to the HR Representative of concern Division, through registered email i.e. hr-grievances@kalpatarupower.com or in Grievance Blog at Employee Self Services.

The HOD / HR is required to furnish the answer within 48 hrs of the receiving of Grievance. In calculating the time intervals mentioned in the above procedure, holidays shall not be reckoned. If the employee is not satisfied with the answer, he/she can approach to the concerned authority appointed by management for that purpose directly. The HOD / HR must give his/her answer within 3 days of the receiving of the complaint(s).

4. General Guidelines and Conditions

The employee shall bring up his grievance immediately and in any case within a week (7-days) of its occurrence of grievance.

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

- Annual performance appraisals/Confidential Reports
- Promotions
- Where the grievance does not relate to an individual employee
- In the case of any grievance arising out of Termination or relieving of an employee
- Grievance related to Court Case and Vigilance Case.
- Grievance related to Transfer.
- 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.

- Anonymous complaints or Frivolous cases and others in respect of which inadequate supporting details are provided.
- Cases involving decisions / policy matters in which the aggrieved has not been affected directly / indirectly.
- Cases where quasi-judicial procedures are prescribed for deciding matters or cases that are subjudice.
- Service matters of employees which should be taken up by an employee (Not anyone else) through Grievance Redressal system already in place.
- A grievance which has already been disposed off by the Management.
- Complaints of corruption which should be lodged with the Vigilance Officer of the Unit and dealt with separately.
- All grievance referred to the Grievance Redressal Committee (EC members)/Business Unit Head. HR Head, Managing Director, shall be maintained or to be routed through hr-grievance cell. Same will be audited on Quarterly Basis through designated officer(s).

5. Amendments

Proposals for amendments to this document may be submitted to the Human Resource Department for review. If the review results in the need to amend the Policy, Human Resource personnel will draft the proposed amendment. Upon approval, the proposed amendment will be included in this Policy.

KPIL Management reserves the right to amend, abrogate, modify and revise any or all clauses of this policy depending upon market practices or exigency of business.