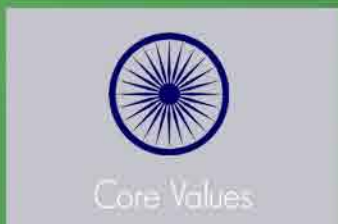


EFICOR HR Manual



2.1.11. Grievance Redressal Policy

EFICOR is committed to the welfare of the staff. This is in line with the Core-values of respecting one another. EFICOR wants to create an environment where the voices of the staff are heard appropriately and that the staff can function well with satisfaction. In making this possible, this policy has been enacted to recognize the staff grievances and to address them within a stipulated timeframe.

1. To seek opinion and include provision for the staff to take their grievances to the court or forum.
2. Fix a time limit for the staff to express their grievance.
3. Include provision for the staff to bring in a person along with him/her while presenting his/her case before the Grievance Redressal Committee.

Definition of Grievance

A “Grievance” is defined as any communication by the staff expressing their dissatisfaction about an action or lack of action related to the core provisions¹ made available by EFICOR to them or related to the working condition² or treatment at the workstation³ and asks for remedial action as compared to similarly placed employees.

Pre-requisite

- It is expected that staff will have made every reasonable attempt to resolve the issue of concerned (using the Grievance Procedure process below) with the appropriate individuals prior to the filing of a formal written grievance. The grievance procedure is not to replace the normal interaction between individuals for the purpose of resolving their differences.
- Every reasonable effort should be made by staff and supervisors to resolve any questions, problems and misunderstandings that have arisen. Accordingly, staff should first discuss any problems or complaints they may have with their immediate Supervisor, and are urged to initiate such discussions as soon as dissatisfaction arises his/her immediate supervisor or the occurrence of the problem creating the grievance.
- Immediate Supervisors, in turn, are expected to take positive and prompt action to answer the staff questions and resolve complaints presented to them. The immediate Supervisor will evaluate the matter and communicate solution or explanation either in writing or verbally within 7 calendar days.
- Staff is encouraged to utilize this grievance procedure without fear of recrimination. EFICOR will not allow any discrimination or retaliation against a staff that has elected to use this procedure. Any complaints of retaliation should be referred to the Executive Director.
- All grievance documents and proceedings will be treated with appropriate

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¹ Provision – Salary, monetary as defined at the time of contract renewal and other benefits (such as leave etc., provided as per the Employment Policy of EFICOR

² Working Condition – the place of posting in the field, inconvenience in working condition and any violation of condition of services as mentioned in Employment Policy

³ Treatment at the workstation – violation of conditions mentioned in the Code of Conduct



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confidentiality.

- There is no penalty to the staff for using this process. Grievance Review records will not maintain in the staff personnel file. A separate file will be maintained, with strict confidentiality.
- Staff may ask the assistance of another colleague (EFICOR staff member) in preparing the grievance form. EFICOR expects staff to submit individual forms even when staffs have common complaints.
- EFICOR will review only those grievances initiated by the staff within the timeframes outlined in each step of the grievance procedure.
- Once the grievance has been submitted, the time limit at any stage of the grievance process may be extended by written mutual agreement of the staff(s) supervisor, or individuals.

Grievance Redressal Procedure:

- Staff who wishes to initiate EFICOR's Grievance Redressal Procedure should initiate the procedure within 20 days of facing the activity which caused the grievance and follow the process described below. Those involved are expected to comply with the time limitations provided in this policy. The grievance should be given in written and on the Envelop it should be written "As per EFICOR Staff Grievance Redressal Policy". For Grade IV STEP 1 & 2 may not be applicable. For Grade V & VI the procedure may be that they will write to the Convenor of the Governance Committee with copy to the Chairman of the Board.

STEP – 1

- If a staff does not receive a satisfactory answer or resolution from the immediate Supervisor/Manager within the stipulated time frame, the staff may refer the problem to the concerned Director in writing with the copy to HR. The staff must communicate their grievance within 10 working days of receiving a response, or lack thereof, from their immediate supervisor.
- After Manager after meeting with the staff will liaise with the immediate Supervisor/Manager or concerned units, investigate the matter and communicate a solution or explanation either in writing to the staff within 7 calendar days.

STEP – 2

- If a staff does not receive a satisfactory answer or resolution from the concerned Manager within the stipulated time frame, the staff may refer the problem to the concerned Director. The staff must communicate their grievance either in writing or verbally within 10 working days of receiving a response, or lack thereof, from their concerned Manager.
- The Director after meeting with the staff facilitated by the HR will liaise with the immediate Supervisor/Manager or concerned units, investigate the matter and communicate a solution or explanation either in writing to the staff within 7 calendar days.

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STEP – 3

- If the concerned staff is not satisfied with the response received from the concerned Director, he or she will then appeal to the Executive Director in writing who will form a Grievance Redressal Committee consisting of the members as given below:

Members of Grievance Redressal Committee (the number of members in the Committee will be finalized as per the need by the Executive Director)

- Executive Director (Convener)
- One Director
- HR Manager
- One Senior Manager
- One person from the Panel (Outside of EFICOR)

The staff is allowed to take a person of his/her choice (one among the EFICOR Staff member) while presenting the case before the Grievance Redressal Committee. The Grievance Redressal Committee will go into the facts and listen to the staff if needed and give their final decision within 15 days, which will be binding on all the parties.

The Governance Committee in consultation with Board Chairperson will constitute the Grievance Redressal Committee for Directors.

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DECLARATION OF COMMITMENT

To be signed by all EFICOR staff (regular, contracted and project) and volunteers.
A copy will be kept on file at the appropriate EFICOR office or personnel file.

I declare that:

1. I have **read** and **understood** *EFICOR Grievance Redressal Policy*.
2. I will **work within the procedure** as laid out in *EFICOR Grievance Redressal Policy*.

Name : _____

Signature : _____

Date : _____

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