

**CIRCULAR**

To : All SVPs/COOs/HODs of the Company – Kolkata based

Sub : Grievance Redressal Machinery

In terms of the Grievance Resressal Machinery of the Company, a Grievance Redressal Committee [hereinafter referred to as the Committee] having equal representation of the Management and the Workmen, has been constituted for HO, G&L & CFS, Kolkata as under for settlement of individual grievances of workmen.

SBU	Management Representative	Workmen's Representative
G&L	Shri R Lakshminarayan, VP (Oprtn.) Ms. Neeta G Dutta, SM (CSC) Shri Nabarun Mukherjee, DM (HR)	Shri Panchanan Ghosh Ms. Tapasi Chakraborty Shri Raghunath Pd. Yadav
CFS	Shri Prasant Basu, CM (CFS) Shri Sudip Goswami, SM (F) Shri Soumik Mukherjee, AM(HR)	Shri Dhiman Banerjee Shri Khokan Banerjee Shri Gopal Guin
HO	Shri Udayan Ghosh, VP(F)-LS Shri Subrata Deb, CM(HR)-RHR-East Ms. Mohar Mukhopadhyay, Head (Corp.Communicat.)	Shri Kenaram Das Shri Manas Banerjee Ms. Gitali Banerjee

Constitution of the Committee

The maximum number of members in each committee shall not exceed six with at least one woman member, wherever possible, to be nominated each by the Union and the Management. The Chairman of the Committee will be from the Management and the Union alternatively for a year on rotation basis.

Process of preferring a Grievance

An individual worker shall submit his grievance falling within the category mentioned below in writing to any of the members of the grievance committee, the receipt of which shall be acknowledged in writing.

- Attendance
- Leave
- Compensation under the Employees' Compensation Act, 1923
- Recoveries/Non-Payment of dues
- Superannuation / Terminal dues
- Health & Safety
- Working condition affecting an individual
- Work Assignment

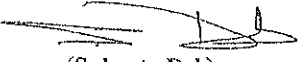
The Committee after investigating into the Grievance within 7 days of its receipt and after due deliberations shall communicate the decision acceptable to the majority of the committee members to the worker in writing to be duly acknowledged by the worker within 30 days of the receipt of the grievance. In case of a dead lock, however, the matter shall be referred to the Chairman of the Committee for final decision.

Provision for Appeal

In the event the worker is not satisfied with the decision of the committee, he may prefer an appeal to the Appellate Authority being the head of the Branch/Unit/SBU not below the level of SVP/COO. The decision of the appellate authority shall be communicated to the aggrieved worker within 30 days of the receipt of the complain.

General conditions

The individual worker, who can seek the assistance of a co-worker of his choice, shall be allowed adequate opportunity including personal hearing by the Committee. During the pendency of the matter before the Committee, the aggrieved worker shall not move for Conciliation, Adjudication or to any other Government Machinery for intervention.



(Subrata Deb)

Chief Manager (HR)-RHR-East

cc: Mgr(HR)-G&L/IP /DM(HR)-G&L/AM(HR)-CFS/Genl. Secy.-BLWU/Notice Board