

BHEL SHIKSHA MANDAL
MGM Dispensary, Piplani, Bhopal

GRIEVANCE REDRESSAL MECHANISM

Ref No. BSM/HR/2025/ 1945

Date: 28.02.2025

In order to streamline the grievance handling system in the BHEL Shiksha Mandal, management is pleased to introduce following "Grievance Redressal Procedure" with immediate effect.

Objective

The objective of the grievance redressal procedure is to provide easily accessible machinery for settlement of grievances and to adopt measures in order to ensure expeditious settlement of grievances of staff / workmen and officers leading to increased satisfaction on the job and resulting in improved productivity and efficiency of the organization. The grievance in no way will harm the reputation of organization or its employee.

1. Introduction

At BHEL Shiksha Mandal (BSM), fostering a fair, transparent, and employee-centric workplace is a key priority. To uphold these principles, a Grievance Redressal Mechanism has been put in place to address employee concerns in a structured and timely manner while ensuring compliance with applicable laws and organizational policies.

This mechanism is designed to:

- Provide employees with a formal and structured channel to report grievances.
- Ensure that all concerns are handled fairly, impartially, and within a reasonable timeframe.
- Promote a harmonious and professional work environment.
- Align with Indian labour laws and organizational best practices to safeguard employee rights.

2. Scope and Applicability

'Grievance' for the purpose of this scheme would only mean a grievance relating to any staff / workmen and officers arising out of the implementation of the policies/rules or decisions of the BSM. The grievance will include any matter relating to wage/salary payment, leave, increment, working conditions, seniority, work assignment, acting arrangements, non-extension of benefits under rules, interpretation of Service Rules, settlements etc., of an individual nature.

This mechanism applies to all employees of BHEL Shiksha Mandal, including those engaged on a permanent, contractual, or ad hoc basis which are on role of BSM . It serves as a formal process to address workplace-related concerns in a manner that ensures fairness and accountability.

3. Matters Covered Under Employee Grievances

This framework encompasses grievances related to an employee's working conditions, employment terms, and overall workplace environment, as well as any concerns that may impact an individual's rights, dignity, or well-being at work.

Concerns that affect a larger group of employees may be addressed at an organizational level, as deemed appropriate.

Matters that are already under the jurisdiction of statutory authorities, such as ongoing legal cases, will not be covered under this mechanism unless they pertain to the enforcement of internal policies.

4. Grievance Redressal Process

The Grievance Redressal Mechanism for BSM will cover three key processes: Receipt, Redress, and Prevention.

I. Receipt of Grievance:

- Employees must submit their grievance in writing as per point no 6 to the HR Department.
- The grievance should include relevant details and any supporting documentation.
- Upon receipt, the HR Department will acknowledge the grievance and communicate the next steps to the complainant.
- Grievances will be classified based on their nature, urgency, and level of impact.

II. Redress of Grievance:

- Time norms for redress are as follows:
 - HR Department: 10 working days
 - Joint Secretary: 7 working days
 - Secretary: 10 working days
 - Vice President: 10 working days
 - President: Final resolution
- Level of responsibility for redress is clearly defined, ensuring accountability at each stage.
- If the grievance is not resolved within the specified timeframe or the employee remains dissatisfied, the matter will be escalated to the next authority as per the escalation matrix.

III. Prevention for Recurrence of Repeated Grievances:

- A thorough analysis of grievances will be conducted periodically to identify recurring issues.
 - Necessary preventive measures will be implemented to address root causes and improve organizational policies and practices.
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5. Grievance Redressal Procedure

5.1 Submission of Grievance (Initial Level - HR Department)

- Employees must submit their grievance in writing along with supporting documents.
- The HR Department will conduct a preliminary inquiry and provide a resolution within 10 working days.
- If unresolved, the grievance will be escalated to the next level.

5.2 Escalation to Joint Secretary (If Not Resolved at HR Level)

- The Joint Secretary will independently review the grievance and take necessary action within 7 working days.
- If unresolved, it will be escalated further.

5.3 Escalation to Secretary (If Not Resolved by Joint Secretary)

- The Secretary will conduct an investigation and take a decision within 10 working days.
- If the issue persists, it will be escalated to the Vice President.

5.4 Escalation to Vice President (If Not Resolved by Secretary)

- The Vice President will review the case and take appropriate action within 10 working days.
- If the matter remains unresolved, it will be escalated to the highest authority.

5.5 Final Escalation to President (If Not Resolved by Vice President)

- The President will conduct a thorough review, seek legal counsel if necessary, and make a final decision.
 - The decision of the President will be final and binding.
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6. Grievance Redressal Format

A grievance redressal should include the following information:

- **Complainant details:** Name, address, contact information, and acknowledgement status.

- **Grievance details:** Subject, nature, and details of the complaint.
 - **Date of occurrence:** When the grievance occurred.
 - **Relevant sections:** Applicable rules or laws violated.
 - **Supporting documents:** Any relevant evidence.
 - **Remedy sought:** Desired resolution by the complainant.
 - Other relevant information.
 - **Declaration:** A statement confirming that the complaint is not being pursued in any other forum or court of law.
 - Signature of the complainant.
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7. Key Principles of the Grievance Redressal Process

1. **Confidentiality:** All grievances will be handled with the highest level of discretion to protect the complainant's identity.
 2. **Non-Retaliation:** Employees will not face discrimination or retaliation for lodging a genuine grievance.
 3. **Fair Inquiry:** Every grievance will be objectively reviewed before arriving at a resolution.
 4. **Timely Resolution:** Defined timelines will be strictly followed to ensure grievances are addressed efficiently.
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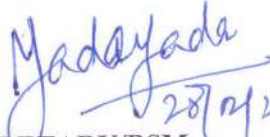
8. Monitoring and Review

To maintain the effectiveness of this grievance redressal mechanism, the BSM HR Department and Senior Management will conduct periodic reviews. Amendments will be made as required to ensure alignment with evolving labour laws and organizational needs.

9. Conclusion

BHEL Shiksha Mandal remains committed to fostering a work environment where employees feel respected, valued, and heard. This grievance redressal mechanism provides a structured, transparent, and efficient process for addressing employee concerns in a professional and impartial manner.

Employees requiring further assistance may reach out to the BSM HR Department


28/1/25
SECRETARY/BSM