FCI ARAVALI GYPSUM AND MINERALS INDIA LIMITED
(A Govt. of India Undertaking)
Jodhpur

GRIEVANCES REDRESSAL PROCEDURE FOR STAFF & OFFIERS OF FCI ARAVALI GYPSUM AND MINERALS INDIA LIMITED (FAGMIL)

Reference (BPE *O.M. No. 16(84)/82-GM dated 05.09.1985)*

This Grievance Redressal Procedure is based on the Model Grievance Redressal Procedure for Staff and Officers in Central Public Sector Enterprises issued by the Bureau of Public Enterprises vide O.M. No. 16(84)/82-GM dated 05.09.1985 and subsequently adopted by the Department of Public Enterprises, Government of India. The procedure has been suitably adapted for implementation in FCI Aravali Gypsum and Minerals India Limited.

1. Objectives

The objective of the grievance redressal procedure is to provide an easily accessible machinery for settlement of grievances and to adopt measures in FAGMIL as would ensure expeditious settlement of grievances of staff and 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 staff and officers of the FAGMIL except employees who are deemed to be workers/workmen under the Factories Act 1948/Industrial Disputes Act, 1947 or any other legislation applicable to such categories of employees.

3. Grievance

'Grievance' for the purpose of this scheme would only mean a grievance relating to any staff member/officer arising out of the implementation of the policies/rules or decisions of the organization. It can include matters relating to leave, increment, acting arrangements, non-extension of benefits under rules, interpretation of Service Rules, etc., of an individual nature

4. Procedure for handling grievances

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

4.1 An aggrieved staff member or officer shall take up his grievance(s) orally with his immediate superior who will give a personal hearing and try to resolve the grievance(s) at his level within a week.

4.2 If the grievance is not satisfactorily redressed, the aggrieved staff member/officer may submit his grievance in writing to the General Manager. General Manager will record his comments on the representation within seven days, and if need be refer it to the Grievance Redressal Committee in case the grievance is not resolved or settled amicably. The recommendation of the Grievance Redressal Committee will be conveyed within one month to the General Manager and the decision of the General Manager will be final, subject to the provisions contained in para 4.3 below.

4.3 In exceptional cases, with the concurrence of the Grievance Redressal Committee, the aggrieved staff member/officer whose grievance has been considered and is not satisfied with the decision of the General Manager, will have an option to appeal either to the C&MD. A decision on such appeals will be taken within one month of the receipt of the appeal. The decision of the C&MD, as the case may be, will be final and binding on the aggrieved staff member/officer and the management.

4.4 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 C&MD.
ii. Officers reporting directly to the Chief Executive may approach him for resolving their grievances.
iii. Where the grievance of any officer of the company who is member of the grievance committee may approach directly to the managing director resolving their grievance.

5. Composition of the Redressal Committee

The Composition of the Redressal Committee shall be with the approval of CMD.

The committee should consider and take a decision on the grievances within a period of one month failing which it should be brought to the notice of the C&MD. The Grievance Redressal Committee should meet at least once a month.

6. Overall guidance and conditions

The Staff member/officer shall bring up his grievance immediately and in any case within a period of 3 months of its occurrence.

If the grievance arises out of an order given by the management the said order shall be complied with before the staff member / officer concerned invokes the procedure laid down herein for redressal of his grievance.

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. Where the grievance does not relate to an individual employee or officer; and
d. In the case of any grievance arising out of discharge or dismissal of a staff member or officer.

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.

All grievances referred to the General Manager shall be entered in a Register to be maintained by Personnel Department. The number of grievances, settled or pending, will be reported to the C&MD.

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