

Policy	Grievance Procedure	NSPI/HR/GR/001
Prepared by:	HR & Admin	Review Date: 21 December 2023
Approved by:	Managing Director/Executive Director	Iss. 1 / Rev. 1

GRIEVANCE PROCEDURES

Purpose/Objective: For employees, Customers, vendors, Suppliers, Political parties to express their complaints and grievances through an independent, easy accessible channel, knowing that their input will be treated seriously, cautiously and, if need be, anonymously.

Scope : The Policy is applicable to Internal and External Stakeholders

Internal: Nedspice Employees

External: Vendors, Suppliers, Neighbors, Residents, Political authorities, Farmers

Internal Grievance Procedures

Grievance will include only the grievances of personal / individual nature i.e. should be concerning one individual employee only which may be relating to job satisfaction, work environment, harassment felt at any level, monitory problem and of similar type effecting one individual personally without any comparison with others and the solution thereof must not affect any other except the individual aggrieved

1. An aggrieved employee will approach his immediate supervisor / department head and if he is not satisfied with the outcome, then he will present his grievance in writing in person to the grievance committee designated by the management for this purpose.
2. The grievance committee constituted of the grievance procedure will give its written reply within 3 working days of the receipt of grievance. If action cannot be taken within that period, the reason for delay should be recorded.
3. If the aggrieved is not satisfied with the decision of grievance committee or fails to receive an answer within the stipulated period, he will either in person or accompanied by grievance committee, present his grievance, to the Managing Director.
4. The Managing Director/Business Head will take necessary decisions and implement recommendations of the grievance committee accordingly as per decision taken by them. If the recommendations cannot be made within this time the reason for such delay should be recorded.
5. The grievance committee will include the HOD of concerned Department / HOD of another Department / HR Head / Consultant / (but not the person against whom the grievance is raised), as may be decided by the management.

6. In case of any grievance arising out of termination of engagement of an employee, the above-mentioned procedure will not apply.

Note:

Where a workman has taken up a grievance for redressal, under the Grievance Procedure, neither the workman nor his union shall raise any individual dispute before any authority simultaneously. The company will not entertain representation from political or communal bodies purporting to speak on behalf of its workman.

Grievance reporting Mechanisms

1. Grievance in the form of letters in suggestion box, placed in Canteen



2. Grievances as per Confidential reporting system, as per BRC . A box placed in canteen.

Confidential Reporting System



3. Telephone call to the Grievance cell members



Grievance cell members

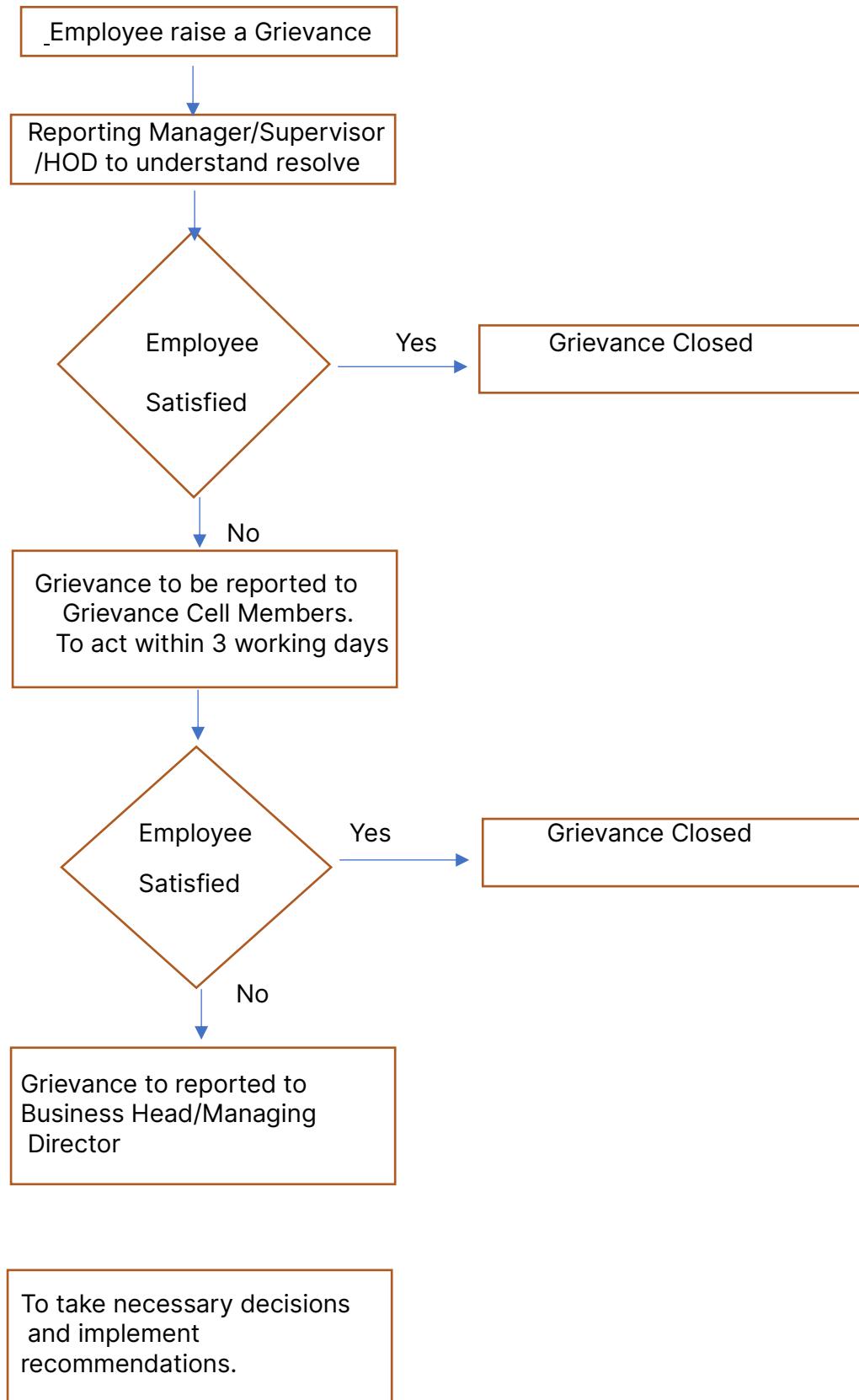
General Manager Operations – Mr Anand T S Ramakrishnan
Deputy Manager HR & Administration – Mrs Roshni Khona

4. **Grievance Committee meeting** – As per the Factories Act, it is mandatory to have a Grievance Committee meeting once in 2 months. Any work-related Grievances are discussed, and minutes of the meeting are recorded in a register.

Grievance Committee procedure & Members details

Name	Hierarchy	Designation	Contact Number	Steps
Anwar M B Manumohanan C S Bijoy Kurian K Gopakumar Ganapathy K D	Reporting Manager/ Department Head	Manager Production Senior Manager – QA/QC Senior Manager – Shipping Deputy General Manager F&A General Manager – Sustainability & Procurement	9995374828 9947189777 9745618800 9847854670 9741811255	Step 1 An aggrieved employee will approach his immediate supervisor / department head
Anand T S Ramakrishnan Roshni Khona	General Manager & HR	General Manager Operations Deputy Manager HR & Admin	9656183338 9544427711	Step 2 Grievance to be reported to Grievance Cell Members.
Shyam Venugopal	Business Head	Executive Director	9747000503	Step 3 Grievance to be reported to Business Head
Gulshan George John	Managing Director	Managing Director	9847044595	Step 4 Grievance to be reported to Managing Director

General Workflow for any Grievances



External Grievance Procedures

Grievance from any outside personnel excluding employees. They could be Customers, vendors, Suppliers, Neighbours, Residents, Political authorities, Farmers, Government Authorities.

Steps

1. External party to raise a complain to the respective point of contact.
2. If they are dissatisfied with the solution, they can raise a complain to the Grievance cell members. The member shall conduct an enquiry and try to provide a solution within 7 working days.
3. In case of further dissatisfaction, they can raise a complaint to Business Head/Managing Director.

Mode of Grievance

1. Telephone call to the Grievance cell members



2. Email – Grievance can be sent through email to the respective point of contact