

**ARTIFICIAL LIMBS MANUFACTURING CORPORATION OF INDIA**  
**(A Government of India Undertaking)**  
**Ministry of Social Justice and Empowerment, Govt. of India**  
**G .T. Road, Kanpur -209217**

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**GRIEVANCES REDRESSAL PROCEDURE FOR STAFF / WORKMEN AND**  
**OFFICERS IN ARTIFICIAL LIMBS MANUFACTURING CORPORATION OF INDIA**

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

**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 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.

**2. APPLICABILITY**

The scheme will cover all staff / workmen and officers of the organization except employees who are not on the rolls of the Corporation.

**3. SCOPE**

‘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 Corporation. 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.

**4. PROCEDURE FOR HANDLING GRIEVANCES**

4.1 An aggrieved employee shall first present his grievance verbally in person to the Head of Department and his grievance will be settled or will be replied by the Concern Head of Deptt. Within 7 days of the presentation of the grievance.

4.2 If the grievance is not satisfactorily redressed, the aggrieved staff / workmen and officer may submit his / her grievance in writing to the Departmental Head concerned or to the Manager (P &A) as determined by the Chairman & Managing Director of the organization. Such Nominated Authority will record his comments on the representation within seven days, and if needed 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 Deciding Authority i.e, General Manager and the decision of the Deciding Authority 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 / workmen/ officer whose grievance has been considered and is not satisfied with the decision of the Deciding Authority, will have an option to appeal either to the Chairman and Managing Director. A decision on such appeals will be taken within one month of the receipt of the appeal. The decision of the Chairman and Managing Director will be final and binding on the aggrieved staff / workmen/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 concerned Director.

(ii) Officers reporting directly to the Chairman & Managing Director may approach him for resolving their grievances.

## **5. COMPOSITION OF THE GRIEVANCE REDRESSAL COMMITTEE**

The Grievance Committee will constitute of the following:

- |                                |  |
|--------------------------------|--|
| 1. General Manager (P&C)       | : Chairman                                       |
| 2. Deputy General Manager (MM) | : Member   |
| 3. Deputy General Manager (MB) | : Member   |
| 4. Company Secretary           | : Member   |
| 5. Departmental Nominee        | : To be decided by the Chairman of the Committee |

## **6. SCOPE AND FUNCTIONS OF THE GRIEVANCE REDRESSAL COMMITTEE :-**

- (i) Meet at least once in a Month
- (ii) Go into the cases of alleged injustice and other grievance of individual nature as submitted to the Committee.
- (iii) Seek additional information/clarification from the management/officer or individual concerned if, in its opinion, it is essential to arrive at a decision.
- (iv) Give oral hearing during its sitting or may also consider written brief submitted to the Committee.
- (v) Investigate or inquire into the matter or cause it to be inquired with a view to remove any injustice allegedly suffered by such individual whose cases are referred to the Committee.

- (vi) Take conclusive decision and submit its recommendations to the deciding Authority for removal of alleged injustice/grievance.

6.1. In the case of RMCs and AAPCs the HOD concerned may forward the name of the officers who may constitute Grievance Committees at the Regional level and also nominate the Deciding Authorities. However, if the supervisors/officers in such Regional units are not satisfied with the decision of the Deciding Authority, then they may prefer an appeal to the Grievance Redressal Committee at the Headquarters. 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 Chairman & Managing Director of the organization. The Grievance Redressal Committee should meet at least once a month.

## **7. OVERALL GUIDANCE AND CONDITIONS**

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

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

7.3 Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure:

- (a) Promotions including DPC's minutes and decisions;
- (b) Where the grievance does not relate to an individual employee or an officer
- (c) Grievance related to Court Case and Vigilance Case
- (d) Grievance related to Transfer
- (e) In the case of any grievance arising out of discharge or dismissal of a staff member or officer.

7.4 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 / Certified Standing Orders of the organization and in such cases the grievance redressal procedure will not apply.

7.5 All grievances referred to the Grievance Redressal Committee/ Chief Executive shall be entered in a Register to be maintained for the purpose by the designated officer. The number of grievances, settled or pending will be reported to the Chairman and Managing Director every month.

7.6 HOD (P&A) will be Incharge of the Grievance Cell and will maintain a grievance register and all the correspondence records etc. related to such grievances and will liaison with concern authorities in this regard.

**GRIEVANCE FORMAT**

Name :

Employee No:

Department:

Designation:

Grievance & Reason:

In brief

Pay Scale:

Dated:

Signature of employee

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(For the use of the Head of the Department)

Grievance No. :

Received on:

Whether interviewed :  
employee

Yes/No the

Sources & Results, :

Of enquiry

Replied on :

Dated :

Signature of Head of the Department