



Commitment, Reliability & Quality

Grievance Redressal Policy

1. Purpose

ITD Cementation India Limited Grievance Redressal Policy explains how employees can voice their complaints in a constructive way and ensure that their point of view is heard and the issue effectively resolved, thereby avoiding conflicts and misunderstandings.

The company encourages employees to communicate their grievances to foster a supportive and pleasant workplace for everyone. As far as possible an attempt shall be made to amicably settle any differences or grievances mutually or with the help of your immediate superior.

While there are many forums for employees to raise their concerns like suggestion boxes, open-house meetings, workplace improvement forums, and works, safety committees; this policy informs us how to raise a formal complaint or grievance.

2. Scope

This policy refers to everyone in the Company, regardless of position or status. The objective of the Grievance Redressal Policy is to provide a means of dealing promptly with any employee grievance in connection with their work in a fair and consistent manner.

3. Policy Elements

3.1 Grievance definitions

We define a grievance as any written complaint, problem or concern of an employee regarding their workplace, job or co-worker relationships.

Employees can file grievances for any of the following reasons:

- Workplace harassment
- Health and Safety issues
- Supervisor behavioural issues

This list is not exhaustive. However, employees should try to resolve less important issues informally before they resort to a formal grievance.

3.2 Right to Information

Employees who face allegation have the right to:

1. Receive a copy of the allegations against them
2. Respond to the allegations
3. Make an appeal on any formal decision

The company is obliged to:

- Have a formal grievance procedure in place
- Communicate the procedure
- Investigate all grievances promptly
- Treat all employees who file grievances equally
- Preserve confidentiality at every stage of the process

3.3 Grievance Procedure

Step 1:

The aggrieved employee can register their grievance by reaching out to grievance_cell@itdcem.co.in

Step 2:

The complaint is forwarded to the Grievance Redressal Committee (Refer Section 3.3) who in turn work with the respective leadership team and HR on the next steps.

Step 3:

The Grievance Redressal Committee initiates the enquiry for further fact-finding.

Step 4:

The committee ensures that the entire enquiry is done in a fair, neutral and unbiased manner. Wherever possible, sincere efforts shall be made to establish a dialogue between the concerned parties and/or enable a mediation process. The relevant stakeholders shall be kept informed throughout the process.



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Step 5:

The entire enquiry is to be concluded within 60 days time from the date of receipt of complaint and the response to be communicated to the aggrieved party. The timeline can also be mutually agreed-upon between the aggrieved party and committee – It should not however, go beyond 120 days. Accurate records shall be maintained by the Grievance Redressal Committee.

Step 6:

If found guilty, the party in question can be subjected to disciplinary proceedings including and up to termination of employment. **The decision of the committee is final and binding.**

3.3 Grievance Redressal Committee

Mr. Prasad Patwardhan - CFO
Mr. VR Gopakumar – Head – Human Resources
Mr. Rahul Neogi – CS
Mr. Kanchan Ranadive - Legal



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FORMAL GRIEVANCE

(THIS FORM MUST BE COMPLETELY FILLED OUT)

ERP No:	Function / Department:
Employee Name:	Contact Number:
Designation (Grade):	Email id:
Date of Joining:	Location:
Date of Grievance:	
Time:	
Place:	
Detailed description of grievance including names of other persons involved, if any.	
Proposed solution to grievance if any:	
Employee Signature:	
Date & Time:	
Location:	