	BHARAT BALANGING WEIGHTSS & CO			ANNEXURE	
	APPROVED BY	DOCUMENT NO	ISSUE NO	ISSUE DATE	REVISION NO.
	MD	BBW/ANX/68	00	10/4/2023	00

Grievance Handling

1. Receipt of Grievance:

Regulation: All grievances must be submitted in writing to the HR department within [1] days of the occurrence of the incident or issue.

Timeframe: HR must acknowledge receipt of the grievance within 2 business days of receiving it.

2. Preliminary Review:

Regulation: HR will conduct a preliminary review of the grievance to determine its validity and seriousness.

Timeframe: The preliminary review must be completed within 5 business days of receiving the grievance.

3. Investigation:

Regulation: An investigation will be initiated for all valid grievances, which may involve gathering evidence, interviewing witnesses, and consulting relevant policies.

Timeframe: The investigation must be completed within 15 business days of initiating it.

4. Resolution:


Regulation: Upon completion of the investigation, HR will work with relevant stakeholders to determine an appropriate resolution.

Timeframe: A resolution must be reached and communicated to the employee within 10 business days of completing the investigation.

5. Appeals Process:

Regulation: Employees have the right to appeal the decision if they are not satisfied with the resolution.

Timeframe: Appeals must be submitted in writing to HR within 5 business days of receiving the resolution. HR will review the appeal and provide a response within 10 business days.

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6. Confidentiality of Complainant's Identity:

Regulation: The identity of the complainant will be treated confidentially throughout the grievance handling process.

Implementation: Only individuals directly involved in investigating and resolving the grievance will have access to the complainant's identity, and they will be bound by strict confidentiality agreements.

7. Prohibition of Retaliation:

Regulation: Retaliation against individuals reporting grievances is strictly prohibited and will result in disciplinary action.

Implementation: HR will monitor for any signs of retaliation and take appropriate measures to ensure the safety and well-being of employees who report grievances.

8. Anonymous Grievance Filing:

Regulation: Employees have the option to file grievances anonymously if they prefer not to disclose their identity.

Implementation: An anonymous grievance filing system will be established to allow employees to submit complaints without revealing their identity. HR will investigate anonymous grievances to the best of their ability.

9. Written Regulations in Local Languages:

Regulation: Grievance handling procedures will be documented and made publicly available in local languages spoken by employees.

Implementation: Written regulations outlining the grievance handling procedure will be translated into the local languages spoken by employees and posted in common areas accessible to all staff.

10. Annual Evaluation of Effectiveness:

Regulation: The effectiveness of grievance procedures will be evaluated at least once a year to identify areas for improvement.

Implementation: HR will conduct a comprehensive review of the grievance handling process annually, soliciting feedback from employees and stakeholders and implementing changes as necessary to enhance effectiveness and efficiency.



10/4/2023

Managing Director