

### **Nomination of Grievance Officer in PFS**

PTC India Limited has a Grievance Redressal policy for the employees of PTC group. The policy covers all regular employees of PTC/PFS/PEL except officers who are one step below the Board level.

Mr Sitesh Kumar Sinha, Executive Vice President is designated as Grievance Officer for PFS.

Grievance Redressal policy is attached as Annexure A.

**PTC INDIA LTD.**  
**GRIEVANCE REDRESSAL POLICY**

**1.0 SHORT TITLE AND COMMENCEMENT**

This Policy shall be called the 'PTC INDIA LTD. Grievance Redressal Policy'. It shall come into force with effect from the date of notification.

**2.0 SCOPE AND APPLICABILITY**

A grievance is a concern, problem or complaint which may be related to work, working environment, reporting relationships, etc.

This policy shall cover all regular employees of the PTC/PFS/PEL except Officers who are one step below the Board Level and Officers reporting directly to Chairman & Managing Director of the Company.

**3.0 OBJECTIVE**

PTC is committed to providing a productive and conducive work environment where grievances are dealt with fairly and promptly. The objective of this policy is to facilitate a work culture where no grievances exist and also help in improving performance and productivity of the concerned employees of the Company.

**4.0 DEFINITIONS**

- i. "Company" means "PTC India Ltd."
- ii. "Chairman" means the "Chairman & Managing Director of the Company".
- iii. "Grievance Redressal Committee" means the authority empowered to make decisions under this Policy.

**5.0 THE SYSTEM**

A Senior Officer will be designated by the Chairman of the Company as Grievance Officer who will hear out the grievances of individuals and counsel them.

The Grievance Redressal Committee will be responsible for addressing all the grievances submitted to the Grievance Officer. If the concerned employee is not satisfied by the decision of the Committee, the committee will refer cases to the Chairman and the Chairman shall address the grievance in such cases.

**6.0 GRIEVANCE REDRESSAL PROCESS:**

**Level-1.**

At the first instance the affected employees should submit the grievance (in writing) stating his name, designation, employee number and grievance to his / her immediate supervisor. The supervisor should acknowledge the receipt of the grievance, if possible immediately. The supervisor should redress the grievance within a period of two working days. In case it is a Policy level matter the grievance should be referred to HR Head who will redress the grievance.

## **Level-2**

If the concerned employee is not satisfied with the above response from his/her immediate supervisor he/she can submit the grievance along with the reply to the Grievance Officer. S/he would hear out the grievances of individuals and counsel them. Acknowledgement of the receipt of the grievance will be issued to the concerned employee. The Grievance Officer should redress the grievance within a period of three working days.

## **Level-3**

If the grievance still persists, a formal grievance would be lodged and forwarded to the Grievances Redressal Committee. Grievance Redressal Committee which will comprise of one Functional Director, one HR/SS Department representative and the Company Secretary will meet to assess the situation and the grievance. Based on a careful analysis of the grievance in the light of feedback and views of the members of the committee, the Grievance Redressal Committee would make its recommendation within a period of seven working days and send it to the Chairman for consideration and appropriate action, if any. The decision of the Chairman of the company shall be final and binding on the concerned employee.

The process should be completed within and not more than two weeks.

## **7.0 REPORTING**

The Grievances Redressal Committee will report to the Chairman of the Company. A quarterly written report of grievances handled will be submitted to the Chairman of the Company.

## **8.0 GUIDELINES AND CONDITIONS**

- 8.1 The employee shall submit his grievance immediately and in any case within a period of one month from the date of occurrence.
- 8.2 If the grievance arises out of an order issued by the management, initially the said order shall be complied with and thereafter the concerned employee submits his grievance as per the procedure laid down in this policy document.
- 8.3 Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure:-
  - (i) Matters related to collective disputes/bargaining such as salary, allowances, hour of work and other benefits and also cases related to disciplinary procedures.
  - (ii) Annual performance appraisal /confidential report.
  - (iii) Where the grievance does not relate to individual employee.
  - (iv) Any grievance arising out of removal or dismissal of an employee.
  - (v) Any matter pertaining to the period before the date of joining PTC India Ltd. And or initial appointment/absorption in PTC.
  - (vi) Any matter relating to terms and conditions of appointment settled prior to joining or appointment/absorption.

- (vii) Non exercise of a discretion vested with the Competent Authority in favour of the aggrieved employee.
- (viii) Grievances pertaining to or arising out of disciplinary action or appeal against such action shall be channeled to the Competent Authority as laid down under the Conduct, Discipline and Appeal Rules of the Company and in such cases the grievances redressal procedure shall not apply.
- (ix) Any other as may be decided with the approval of the Chairman.

**9.0 INTERPRETATION AND AMENDMENTS**

Notwithstanding anything contained above, the Chairman may modify, alter, delete or add any clause or sub-clause to this Policy as and when considered necessary for the efficient conduct of the Company's business. The Chairman & Managing Director shall be the final authority in the interpretation of this Policy and in the cases not covered by this Policy his decision shall be final.