



KERALA INFRASTRUCTURE FUND MANAGEMENT LIMITED

GRIEVANCE REDRESSAL POLICY

JUNE 2023

Policy	Grievance Redressal Policy	Version: 1.0
Reference:	Effective date:	
KIFML :	Approved by:	

Revision History

Base Version	Release date	Rationale for change	Summary of changes	Updated by	Approved by
1.0					
1.1					
1.2					

1. OBJECTIVE

The purpose of this policy is to ensure that complaints/grievances of the employees are addressed expeditiously. It brings uniformity in handling of grievances thereby giving confidence to the employees that their issues will be taken seriously and addressed.

2. DEFINITIONS

“Employee” means all those who are directly appointed by Kerala Infrastructure Fund Management limited (KIFML) and will include those employed on deputation and also employed on contract basis or through service providers.

“Policy Level Matter” means any issue that may necessitate either creation of a new policy or amendment of an existing published policy.

“Grievance” means a feeling of injustice over something believed to be wrong or unfair. Grievance of employee may include, and are not restricted to, the following:

- Working conditions
- Irregularities in role
- Disciplinary acts
- Unfair treatment
- Victimization.

3. PROCEDURE

In case of any grievance faced by an employee, the employee may bring up the issue in two different ways:

- Open Door which may involve Grievance Committee
- Suggestion Box

4. OPEN DOOR

The management firmly believes that no employee is prevented from coming to them directly with their grievance. Employees may meet the MD/CEO/COO/ Designated Officer as appointed by the MD/CEO to have his/her grievance properly attended to.

The open-door method is usually in the following circumstances:

- Any grievance, where the immediate supervisor is the accused and the employee is hesitant to come through the formal grievance procedure,
- If the employee feels that his/her grievance is not addressed by the immediate reporting manager

The grievance committee will be nominated by the MD/CEO and shall consist of not less than three members. Ideally, the committee should have at least one female employee.

5. PROCESS

Level 1: HOD

- The aggrieved employee informs the respective HOD verbally or through a letter regarding the grievance. The grievance submission in writing shall include the name, designation and employee number of the aggrieved employee along with the grievance
- The HOD shall investigate the facts of the grievance appropriately before arriving at a solution. The HOD should provide a resolution to the grievance addressed within a period of 15 days.
- In case the grievance in question is a Policy level matter the grievance should be referred to the MD/CEO who will redress the grievance.
- If the employee is dissatisfied with the decision of the HOD or if s/he fails to get the resolution within 15 days, the aggrieved employee can take the matter to the MD/CEO

Level 2: MD/CEO

- The MD/CEO shall start investigation within one week of the grievance being referred to him and shall give their recommendations within one month from the time the grievance is communicated.
- If the MD/CEO finds that the grievance in consideration involves exceptional situation he may consult the Board for their inputs.

Level 3: Board

- The Board shall examine all aspects of the grievance and communicate in writing its recommendations within two months after being consulted by the MD/CEO.

Levels of Escalation	Action Initiation	Decision	Reporting authority
Level 1	1 week	15 Days	Reporting officer/ Administration
Level 2	1 week	1 Month	MD/CEO
Level 3	15 days	2 Month-Final resolution	BOD

Suggestion Box

- A Suggestion box will be installed in the office premises at prominent places in order to enable employees to articulate any problems/issues faced by them related to health, safety and any other problem within the premises.
- The suggestion box may be used to provide constructive suggestions to the company as well as raise anonymous grievances
- The suggestion box will be locked and the key kept in the custody of any executive of the grievance committee. The suggestion box will be opened in the presence of a committee member.

Implementation of Suggestion Box

- Employees are given the rights to express their suggestion/view/opinions for effective functioning of the office.
- Employees can express their view/concerns in writing and by dropping it in the suggestion box.
- Employees need not disclose their name in the suggestion paper.
- The suggestions given and the identity of the individual who has disclosed his/her name will be kept confidential by the grievance committee
- The organization will not entertain any sort of concerns which are not related to office or of personal vendettas in the office
- The suggestion box will be opened on Friday of each week. If the day falls on a holiday, it will be opened on the next working day.
- The grievance committee will consolidate suggestions and report to the MD/CEO for further action.
- All responses to the contents of the suggestion box are to be made within a week of the report to the MD/CEO
- This policy is framed for effective functioning of the company and to act as a bridge between the employees and the management
- In case of any grievance involving any Key Management Personnel, the same needs to be brought to the notice of the Board by the MD/CEO or any member of the grievance committee

6. REPORTING

A bi-annual written report of all grievances handled will be submitted by the Grievance Redressal Committee to the Board.

7. GUIDELINES FOR EMPLOYEES

The employee shall submit his grievance within a period of one month from the date of occurrence. 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 shall submit their grievance as per the procedure laid down in this policy document.

8. PROTECTION FOR EMPLOYEES AND DISQUALIFICATION FROM PROTECTION

- The Company condemns any kind of discrimination, harassment, victimization or any other unfair employment practice being adopted against any employee reporting grievances.
- The HOD and the grievance committee shall keep the name and details of employees reporting grievances confidential.
- If an employee, who submits a grievance, which have been subsequently found to be mala fide or frivolous or malicious, appropriate disciplinary action will be taken against them.
- Such employees will be disqualified from submitting further grievances.

9. APPROVING AUTHORITY

- Any exceptions or deviations from this policy must be approved by the MD/CEO before such an exception or deviation is made.
- Any revisions of this policy shall be effective post approval based on recommendations of the Board. The areas of business where corruption, including bribery, can most often occur include:

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