



पावर ट्रांसमिशन कारपोरेशन ऑफ उत्तराखण्ड लि०  
Power Transmission Corporation of Uttarakhand Ltd.

कारपोरेट आफिस  
CORPORATE OFFICE  
मानव संसाधन एवं प्रशासनिक विभाग  
Human Resource & Administration

No. 1299 /HR&Adm./PTCUL/P-2

Date: 23 /11/2009

OFFICE MEMORANDUM

**Sub:- Introduction of Grievance Redressal Scheme (GRS).**

The need to formulate and implementation an effective Grievance Redressal Scheme (GRS) for employees has been under consideration of the management for sometime in the past. The draft scheme developed for this purpose was discussed with senior executives through a consultative process and their suggestions/views have been incorporated depending on their appropriateness and reasonableness.

Pursuant to the decision of the Board of Directors in their 23<sup>rd</sup> meeting vide item no. 23.15, it is decided henceforth to implement the Grievance Redressal Scheme (GRS) for employees with immediate effect.

The Members and Convenors of the Grievance and/or Appellate Committee constituted at either Field or Corporate Office level as per proviso laid down under the Scheme may deliberate on the features of the scheme to implement the same in letter and spirit.

The Hindi version of the Scheme will be circulated by the Corporate HR Department.

(S.K. Rath)  
Director – HR

Encl: Copy of the Scheme.

CC:

1. P.S. to Managing Director, PTCUL, Dehradun.
2. Director – Finance, PTCUL, Dehradun.
3. Executive Director – Projects, PTCUL, Dehradun.
4. Chief General Manager – O&M, PTCUL, Dehradun.
5. General Manager – Fin., PTCUL, Dehradun.
6. All General Managers/Dy. General Managers, PTCUL.
7. Sr. Manager – HR, PTCUL, Dehradun.
8. All Executive Engineers, PTCUL, Dehradun.
9. Sr. Personnel Officer, PTCUL, Dehradun.
10. Cut file/Concerned file.

(S.K. Sharma)  
General Manager - HR

## Grievance Redressal Scheme (GRS) for Employees of PTCUL

### 1.0 POLICY

PTCUL aims to be a dynamic, forward-looking organization with a motivated & satisfied workforce. In order to maintain the high employee morale & motivate them towards better productivity it is essential to not only important to treat every employee with dignity but to address their genuine grievances in time within framework of company's policy/rules. A well-defined grievance redressal system in the Corporation will go a long way to promote mutual trust, respect, healthy & harmonious relationship between employees & Management. As our past experience shows that in the absence of an effective grievance handling system repeated discussions between Unions/Associations & Management on the same issues/grievances take place at different time intervals at different levels resulting in duplication of efforts. At this juncture when the Corporation needs to realign its human resources with the business & growth process it is imperative for implementation of a robust & systematic grievance redressal system to facilitate employees to put forth their grievances & hindering factors affecting their work performance & provide time-bound redressal mechanism to transform them into a dynamic & satisfied workforce.

### 2.0 OBJECTIVES

- 2.1 To attempt & resolve grievance through verbal discussion at first instance.
- 2.2 To handle/redress an individual employee's grievance within framework of policy/rules in a prescribed/ reasonable time-period.
- 2.3 To promote better communication, mutual trust, harmonious relationship between employees & management.
- 2.4 To provide various stages of grievance redressal to enable an aggrieved employee to seek remedy, if necessary, even from the highest level of the authority within framework of rules.

### 3.0. APPLICABILITY

- 3.1 This shall apply to the regular employees, whether transferred & absorbed and directly recruited, or on deputation who are on the payroll of the Corporation including the employees who have retired from the services of PTCUL.
- 3.2 The following shall, however, be excluded from its purview:
  - i. Persons engaged through outsourcing agency in security, housekeeping, cleaning, canteen or any other work.
  - ii. Consultants/Advisors.
  - iii. Contract labour.
  - iv. Temporary/Ad-hoc employee.
  - v. Apprentice/Trainee.

### 4.0 SCOPE

- 4.1 "Grievance" for the purpose means a complaint of an Individual employee of perceived loss/disadvantage or discrimination arising out of implementation of corporation's policies/roles & decisions of the Management

**4.2** The scope of the grievance will include the following:

- i. wage/salary, pay fixation & increment
- ii. leave,
- iii. seniority & promotion,
- iv. withdrawal of customary benefits,
- v. transfer,
- vi. welfare amenities, safety appliances, working conditions
- vii. recovery of dues & fines etc,
- viii. allotment of residential quarter
- ix. medical facilities
- x. non-extension or delay in extension of benefits one is entitled to as per rules
- xi. Any other issue to be notified from time to time.

**4.3** The following shall not come within the ambit of grievance procedure:

- i. Terms & condition of appointment
- ii. Matter related to Conduct, Discipline & Appeal Rules
- iii. Vigilance cases
- iv. CCR/Annual performance appraisals
- v. Terms & condition of transfer & absorption
- vi. Matter under sub-judice
- vii. Matter related to collective dispute/bargaining such as revision of wages & allowance, bonus, performance/productivity-linked bonus/incentive, working hours, & other benefits/facilities
- viii. Matter espoused by the Union/Association with the Management, which is under bilateral discussion.

**5.0 CONSTITUTION OF GRIEVANCE COMMITTEE**

**5.1 For Executives /Non-executives**

**5.1.1 Grievance Redressal Committee (First Level)**

Grievances of all the employees upto AE level will come under the purview of first level Committee in the field.

**(A) In the field:-**

- Each 400 KV S/s
- SLDC
- O&M Division
- Civil Division
- T&C Division

**Members:-** Committee will comprise of following members:-

**(1) At 400 KV S/s & SLDC:-**

- DGM-1-Chairman (Senior most, this is only applicable for 400 KV S/S Rishikesh and Kashipur)
- Executive Engineer – 1 – Member & Convenor (Senior Most)
- Accountant / Asstt. Accountant – 1 – Member
- Or OA

**(2) At Divisions:-**

- Executive Engineer - Chairman
- Assistant Engineer – Member & Convenor
- Accountant/Asst. Accountant – Member
- Or OA

**NOTE:** If the employee is not satisfied by the decision of the Committee he/she can approach to the Appellate Committee within 15 days of the decision.

**(B) Zonal level Committee:-**

It will be the first level Committee for the Executive Engineers & DGM level of employees of the Zone & 2nd level Appellate Committee for the Divisions of the Zone.

- GM of the Zone - Chairman
- DGM (O&M) – Member & Convenor
- DGM (Civil) – Member
- DGM(T&C) - Member
- Account Officer – Member
- OS/OA – Member & Record Keeper

**(C) Committee for Corporate – (Level-I) Office / Projects Deptt.:-**

Grievance of all the employees upto the level of DGM at Corporate Office & Projects will be handled by this Committee.

**Departments**

Finance	HR
O&M	Civil
Project	QA/QC
T&C	

**Members:-**

Three members including Functional Head of different departments alongwith two senior most official of the department. (Departmental Head will constitute the Committee and one member will be designated as Convenor of the Committee). GM – HR with approval of Director – HR shall notify constitution of the Committee.

**NOTE:** If the employee is not satisfied by the decision of the Committee he/she can approach to the Appellate Committee within 15 days of the decision.

**(D) Appellate Committee for Zone & Corporate Level - II**

This Committee will be Appellate Committee for Corporate & Project employees & O&M employees upto DGM level.

- Executive Director – Projects – Chairman of the Committee
- Chief General Manager (O&M) - Member
- General Manager – HR – Member & Convenor
- General Manager – Finance – Member
- General Manager – Projects – Member

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The concerned General Manager will not vote in decision making, if required in respect of grievance of any employee under his control.

**NOTE:** If the employee is not satisfied by the decision of the Appellate Committee he/she can approach to the Apex Committee headed by Managing Director within 15 days of the decision.

**(E) Apex Committee**

This Committee will handle the grievances of GMs and CGMs and 2<sup>nd</sup> & final appeal of their employees.

Managing Director - Chairman

Director – HR – Member

Executive Director – Projects – Member

General Manager – HR - Convenor

**6.0 Procedure**

Stages for redressal of grievance with further provision of appeal are mentioned below:-

**6.1 Stage - I**

An aggrieved employee shall put forth his/her grievance orally with his immediate superior (not below the grade/rank of AE) who will give a personal hearing, evaluate merits of his grievance and make efforts to resolve the grievance at his level within ten days. Wherever necessary, the immediate superior will consult the respective Divisional Head (Projects/O&M)/ Functional Head, as the case may be, before communicating feedback to the aggrieved employee.

**6.2 Stage - II (Divisional Level – I/Zonal Level – I & Corporate Level - I)**

In case the employee is not satisfied with the decision in the oral communication/disposal he/she can appeal Level – I Committee in writing and it is the responsibility of the Committee to record the discussion with employee and evaluate his complaint by the Committee members and subsequently give their decision to the concerned employee within 15 days.

**6.3 Stage – III (Appellate Committee)**

If the employee is not satisfied with the decisions or he/she has not received the communication in the stipulated time period he/she can appeal to Appellate Committee. Appellate Committee will just ask the findings of the Level – I Committee and if required can call the grievance or Committee members for their finding and to satisfy their query. Appellate Committee will reply their discussion within three weeks to the concerned.

**6.4 Stage – IV (Apex Committee)**

If the concerned employee is not satisfied then he/she has a right to appeal before Apex Committee for final decision.

**7.0 GENERAL CONDITIONS**

**7.1** If a grievance arises out of an order given by the Management, the said order shall be complied with before the employee concerned invokes the procedure laid down for redressal of his grievance.

- 7.2 Seeking redressal under this procedure will not stop the implementation of any order or decision of Management.
- 7.3 It would be the endeavour of the Management to facilitate speedy implementation of the decision of the Grievance Committee/Appellate Committee and MD, as the case may be.
- 7.4 An aggrieved employee will not exercise any extraneous pressure and undue influence directly or indirectly on the Grievance Committee during pendency of his grievance.
- 7.5 While putting forth grievances an aggrieved employee shall refrain from making frivolous, malicious, or irrelevant personal allegations against others & shall confine to his real grievance. The Grievance Committee or the Authority shall advise the aggrieved employee that the grievance brought forth by him is frivolous, vexatious & malicious and he should refrain from making such allegations. If the employees concerned persist with making frivolous, malicious or irrelevant allegations against others despite advice given, the Grievance Committee may recommend suitable disciplinary proceedings against him.

#### 8.0 INTERPRETATION & AMENDMENT

- 8.1 Director-HR in consultation with Managing Director shall have the power to make any change/ amendment of these rules, which is major as well as minor in nature.
- 8.2 The power to interpret the grievance redressal procedure is vested with Director - HR.

The decision taken by the Committee will be forwarded to Corporate – HR & Administration for taking final decision/implementation, if found genuine within rules.

**POWER TRANSMISSION CORPORATION OF UTTARAKHAND LTD.**

**FORM - I**  
(Sub Rule 6.1 & 6.2)

**STAGE - I GRIEVANCE**

(To be submitted to Convenor/Functional Head /Zonal Head in Duplicate)

Name :  
Employee No. :  
Designation :  
Pay Scale :  
Department/Place of Posting :  
Name of Immediate Officer :  
Grievance & Reason in Brief :

(Please attach a separate sheet if the space is insufficient)

Dated:

Signature of Employee

(For the use of the respective Zonal/Functional Head of the Department)

Grievance No. :  
and date of receipt

Whether the employee :  
was interviewed

Source & Results of Enquiry :

Replied On :

Dated:

Signature of the respective  
Head

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**FORM - II**  
(See Sub Rule 6.3)

**STAGE - II GRIEVANCE**

(To be submitted to Convenor of Appellate Committee in Duplicate)

Name :  
Employee No. :  
Designation :  
Pay Scale :  
Department/Place of Posting :  
Grievance :  
(Please attach a separate sheet if the  
space is insufficient)  
Ref. No. of Reply to Grievance Stage-I :  
Reason for preference to :  
Appeals Committee :

Dated:

Signature of Employee

(For use of Secretary Appellate Committee)

Grievance No. :  
and date of receipt

Result of Stage-I Grievance :

Grievance put up in Appellate :  
Committee on

Decision of the Appellate :  
Committee

Dated:

Signature of Secretary  
Appellate Committee

Replied on :



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**POWER TRANSMISSION CORPORATION OF UTTARAKHAND LTD.**

**FORM - III**  
(See Sub Rule 6.4)

**STAGE - III GRIEVANCE**

(To be submitted to Convenor of Apex Committee in Duplicate)

Name :  
Employee No. :  
Designation :  
Pay Scale :  
Department/Place of Posting :  
Grievance :  
(Please attach a separate sheet if the  
space is insufficient)  
Ref. No. of Reply to Grievance Stage-II :  
Reason for preference to :  
Appeals Committee :

Dated:

Signature of Employee

(For use of Secretary Apex Committee)

Grievance No. :  
and date of receipt

Result of Stage-II Grievance :

Grievance put up in Appellate :  
Committee on

Decision of the Appellate :  
Committee

Dated:

Signature of Secretary  
Apex Committee

Replied on :

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प्रारूप - 1  
(उप नियम 6.1 व 6.2)

प्रथम चरण शिकायत

(संयोजक/विभागाध्यक्ष/क्षेत्रीय विभागाध्यक्ष को दो प्रतियों में जमा किये जाने हेतु)

1. नाम :-
2. कार्मिक क्रमांक :-
3. पद :-
4. वेतनमान :-
5. विभाग/तैनाती का स्थान :-
6. संक्षेप में शिकायत एवं कारण :-

(यदि जगह पूरी न हो तो कृपया  
अतिरिक्त पत्र जोड़े)

दिनांक: .....

कर्मचारी के हस्ताक्षर

(सम्बन्धित क्षेत्रीय/विभागाध्यक्ष के प्रयोग हेतु)

1. शिकायत क्रमांक एवं प्राप्ति की दिनांक :-
2. क्या कार्मिक का साक्षात्कार लिया गया था :-
3. जाँच के स्रोत एवं परिणाम :-
4. प्रत्युत्तर पर :-

दिनांक: .....

सम्बन्धित विभागाध्यक्ष  
के हस्ताक्षर

पावर ट्रान्समिशन कारपोरेशन ऑफ उत्तराखण्ड लि०

प्रारूप - 2  
(उप नियम 6.3)

द्वितीय चरण शिकायत

(अपीलीय समिति के संयोजक को दो प्रतियों में जमा किये जाने हेतु)

- |    |   |    |
|----|---|----|
| 1. | नाम   | :- |
| 2. | कार्मिक क्रमांक   | :- |
| 3. | पद  | :- |
| 4. | वेतनमान   | :- |
| 5. | विभाग / तैनाती का स्थान                                       | :- |
| 6. | शिकायत  | :- |
|    | (यदि जगह अपर्याप्त हो तो कृपया<br>दूसरे पन्ने का प्रयोग करें) |    |
| 7. | शिकायत - 1 के प्रत्युत्तर का सन्दर्भ                          | :- |
| 8. | अपीलीय समिति के सन्दर्भ का कारण                               | :- |

दिनांक: .....

कर्मचारी के हस्ताक्षर

(अपीलीय समिति के सचिव के प्रयोगार्थ)

- |    |                                       |    |
|----|---------------------------------------|----|
| 1. | शिकायत क्रमांक एवं प्राप्ति की दिनांक | :- |
| 2. | शिकायत - 1 का परिणाम                  | :- |
| 3. | अपीलीय समिति में शिकायत रखी गई        | :- |
| 4. | अपीलीय समिति का निर्णय                | :- |

दिनांक: .....

अपीलीय समिति के सचिव  
के हस्ताक्षर

प्रत्युत्तर दिया गया :-

पावर ट्रान्समिशन कारपोरेशन ऑफ उत्तराखण्ड लि०

प्रारूप - 3  
(उप नियम 6.4)

तृतीय चरण शिकायत

(ऐपक्स समिति के संयोजक को दो प्रतियों में जमा किये जाने हेतु)

1. नाम :-
2. कार्मिक क्रमांक :-
3. पद :-
4. वेतनमान :-
5. विभाग/तैनाती का स्थान :-
6. शिकायत :-  
(यदि जगह अपर्याप्त हो तो कृपया  
दूसरे पन्ने का प्रयोग करें)
7. शिकायत - II के प्रत्युत्तर का सन्दर्भ :-
8. ऐपक्स समिति के सन्दर्भ का कारण :-

दिनांक: .....

कर्मचारी के हस्ताक्षर

(ऐपक्स समिति के सचिव के प्रयोगार्थ)

1. शिकायत क्रमांक एवं प्राप्ति की दिनांक :-
2. शिकायत - II का परिणाम :-
3. ऐपक्स समिति में शिकायत रखी गई :-
4. ऐपक्स समिति का निर्णय :-

दिनांक: .....

ऐपक्स समिति के सचिव  
के हस्ताक्षर

प्रत्युत्तर दिया गया :-