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HEALTHCARE GLOBAL ENTERPRISES LIMITED GRIEVANCE POLICY

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CONTENT INDEX

SL.NO.	PARTICULAR	PAGE NO
1.	PURPOSE AND SCOPE	3
2.	OBJECTIVE	3
3.	POLICY COVERS	3
4.	CAUSES OF GRIEVANCES	3
5.	FORMS AND EFFECTS OF GRIEVANCE	4
6.	GRIEVANCE HANDLING PROCEDURES	4
7	RESPONSIBILITY	6
8	CONFIDENTIALITY	6



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1.0 PURPOSE AND SCOPE:

- ✓ The purpose of grievance policy is to develop and maintain an effective, timely, fair and equitable grievance handling system which is easily available and offered to all HCG employees.
- ✓ The scope of grievance policy is to state a clear and fair process for employee to raise a grievance, and to identify the member of staff responsible for settling the grievance.

2.0 OBJECTIVE:

- ✓ To ensure that, as far as possible, grievances / complaints are dealt with and resolved informally through discussion between the concerned employee and their line manager.
- ✓ Grievances are concerns, problems or complaints raised by an employee must be made in writing and brought to the notice of the management and the Committee.

3.0 POLICY COVERS:

- ✓ Causes of Grievances
- ✓ Forms and Effects of Grievances
- ✓ Grievance Handling Procedures
- ✓ Anonymous Grievance
- ✓ Responsibilities
- ✓ Confidential

4.0 CAUSES OF GRIEVANCES:

- **Work Environment:** Relates to poor work environment such as physical condition of workplace, Amenities, Unfair rules, Lack of recognition etc.
- **Salary:** Relates to the compensation of the employees such as Salary revision, over time bonus, Promotion, Benefits extended, lesser salary than other colleagues in same department, same designation and etc.
- **Reporting Manager:** Relates to the attitude of the Reporting manager towards the employee such as caste, creed, favoritism, regional feelings etc.
- **Work Group:** Employee is unable to adjust with his colleague, suffers from feelings of neglect, and humiliations.
- **Miscellaneous :** Theses include issues related to certain violations with respect to promotion, safety methods, transfer, fines granting leaves, medical facilities etc.



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5.0 FORMS AND EFFECTS OF GRIEVANCE:

- 5.1 **Factual:** A factual grievance arises when legitimate needs of the employees remain unfilled. For example, salary hike has been agreed but not implemented citing various reasons.
- 5.2 **Imaginary:** When an employee's dissatisfaction is not because of any valid reason but because of a wrong perception, wrong attitude or wrong information he or she has gathered. Such a situation may create an imaginary grievance.

EFFECTS OF GRIEVANCES :	
Mangers	<ul style="list-style-type: none">- Strains the super - subordinate relations- increase the degree of supervision, control and follow up.- Increase in disciplinary actions cases.- Increase in unrest and there by difficult to maintain a good relationship in the department.
Employees	<ul style="list-style-type: none">- Loss of interest of work and consequent lack of morale and commitment.- Poor quality of work & Low productivity- Increase in employee turn around, absenteeism, incidence of accidents, indiscipline & unrest

6.0 GRIEVANCE HANDLING PROCEDURES:

6.1 Guidelines

- Treat each case as important and get the grievance in writing.
- Talk to employee directly and encourage him/her to speak the truth.
- Give him/her a patient hearing.
- Discuss in a private place, ensure confidentially if necessary.
- Handle each case with in time-fame.
- Control your emotions, your remark and behavior.
- Maintain proper records and action taken in each case.

6.2 Procedure - First Step:

- The initial approach to settling any issue is open communication. An employee should first seek to resolve any complaint with his/her immediate reporting manager through informal discussion.
- If such discussion does not resolve the matter informally, and the employee believes that his/her complaint is not resolved, then the employee may initiate the second stage grievance as described in this policy in an effort to seek an equitable solution.



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- In case the aggrieved staff feels he might be victimized in raising a grievance against senior personnel, they can alternately send their written anonymously grievance to the

Corporate HR Head or anonymousgrievance@hcgoncology.com email id. This dedicated e-mail id will be controlled by Corporate HR . Corporate HR will analyze the anonymous grievance & forward the same to the respective Unit HR Head/Centre Head to initiate a confidential inquiry on the same and submit the report to Corporate HR. Based on the Unit HR Head/Center Head's confidential information, the Corporate HR will decide to proceed or drop the case based on the merit. The Corporate / Unit HR shall maintain anonymous grievance confidentiality & also identity of the person.

6.3 Procedures - Second Stage:

- However, before using the grievance procedure it is expected that an employee will try to resolve their complaint in first step if at all possible. The second step of the procedure should only be used when the first stage has failed to resolve the issue or is not making progress at reasonable speed.
- The employee may give a written complaint to HR / or drop the complaint form in the drop box which is provided. The written statement must be signed and dated by the employee.
- HR discusses the issue with the employee's immediate reporting manager within 7 working days of the receipt of the complaint.
- If the grievance involves the immediate reporting manager, the issue is discussed with the next level of the reporting manager.
- HR notifies the employee of the date of the hearing within five (3) business days of receipt of the complaint.

6.4 Procedure - Final Stage:

- However, before using this grievance procedure it is expected that HR will try to resolve the complaint in second stage if at all possible. The final stage of the procedure should only be used when the second stage has failed to resolve the issue or is not making progress at reasonable speed.
- In case, if HR is not able to resolve the grievance or complaint HR can discuss the issue with the Grievance Committee and arrange for a formal meeting to sought the issue.
- HR discusses the issue with committee within 3 working days of the receipt of the complaint.
- If the grievance involves the immediate reporting manager, the issue is discussed with the next level of the reporting manager.
- Committee notifies the employee of the date of the hearing within five (5) working days of receipt of the complaint.
- The Committee will investigate the grievance within five (5) working days after the initial meeting. The investigation will also include
 - Interview both the complainant and respondent and such other persons or seek any further information the Investigator considers necessary and will



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- conduct any investigation in accordance with Principles of Natural Justice;
 - Determine whether the grievance is justified; and
 - Recommend to the Management / Reporting Manager with appropriate action which may include: counselling for either or both parties; arranging for conciliation of the grievance; recommending disciplinary action; or that no further action to be taken.
- The Committee will notify in writing both the complainant and respondent of the outcome of the process, the reasons for the decision and specify any action to be taken.

7.0 RESPONSIBILITY

All employees are expected to conduct themselves in a manner which respects the rights and welfare of other members and to show competence, care, good faith and compliance with instructions, policies and procedures in the performance of their duties.

Reporting Manager are responsible for trying to prevent problems and settling grievances in the workplace.

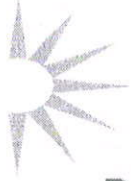
It is the **complainant's** responsibility to raise the issue(s) of the grievance as soon as possible with the other party/parties and agree to be involved in settling the issue(s) prior to making a formal complaint.

HR is responsible

- for providing procedural guidance to all parties
- for conducting and closing the investigation.
- To make Employees aware of the procedure to be followed in case they are aggrieved during the induction program
- Will prepare a Bi-monthly report of all issues raised, recorded and closed during that month

8.0 CONFIDENTIALITY

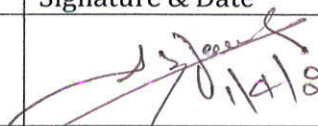
All persons associated with the First, Second & Third stage procedures should maintain confidentiality and only discuss the grievance with those who have responsibility for dealing with the grievance.



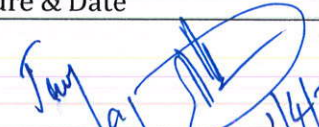
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GRIEVANCE Policy

Review by:-

Name	Designation	Signature & Date
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