



Grievance Policy

Guidelines 2025 - 26

1. Purpose

The purpose of this Policy is to provide a mechanism for individual employees to raise a grievance arising from their employment. The Policy will also ensure that such grievances are dealt with promptly, fairly and in accordance with other related Policies of the organization. This includes concerns from an employee about an action that has been taken and or an in-action, or a contemplated action in relation to them by a supervisor, another employee or from the Management.

2. Definition

A grievance is any complaint, problem or concern of an employee regarding their workplace, job or coworker relationships.

3. Scope

This procedure applies to all employees of Narayan Seva Sansthan (NSS).

4. SGRC- Staff Grievance Redressal Committee

The Grievance Redressal Committee is chaired by Mr. Prashant Agarwal:

Members:

- Ms. Palak Agarwal, Mr. Dinesh Das Vaishnav, HR Manager

5. Grievance reporting

An employee can lodge grievance against Co-worker, HOD (Head of Department), GHOD (Group Head) or leadership. Initially the grievances should be registered with Head of Department, who in turn should keep the Group HOD (GHOD) & committee members informed and resolve the complaint/issue within 15 working days and copy of the resolution should be sent to all the committee members. If the employee is not satisfied with the resolution, he or she can further take it up with the Grievance Redressal Committee and the Committee should be able to give a resolution in 30 days of the receipt.

6. Procedure for filing of Grievances

- **Phone Call:** Employees can contact the Staff Grievance Redressal Officer.
- **Written Complaint:** Employees can write to palak@narayanseva.org or HR@narayanseva.org or post their written complaint to the registered address of the Head Office as mentioned below.
- **Walk ins:** Employees can meet the Staff Grievance Redressal Officer in person at Head Office and register their grievance.

7. Coverage

Staff grievances can be filed in cases of employee dissatisfaction/complaint as described below:

- Any discontent related to infrastructure which hinders the smooth functioning of the activities of the employee or jeopardizes health and safety of the employee. For example, these may include health, sanitation or safety related issues, or software and hardware related problems.
- Any discontent related to salary, incentive and employee loan.
- Any discontent related to processing of bills e.g. travel and lodging, delay in joining formalities etc.
- Proper training not received by staff or training not useful/adequate for the role.
- Improper work sharing within the team, a particular person burdened with work, long working hours etc.
- Any discontent related to delay in appraisals and promotions or transfers.
- Delay in receiving leaves and working on holidays.
- Female employee facing sexual discrimination at workplace or workplace safety not maintained for women.
- Gaps in communication of policy changes, non-availability of contact information of senior staff.
- Unsolved complaints, the employee can choose to use the staff grievance policy.
- Also, to seek any long awaited information sought by the employee from any support department at Head Office, the employee can route his/her grievance through the Staff Grievance Redressal Officer as appointed.

Process of Staff Grievance Redressal Mechanism/ Escalation process:

- The staff member must make all efforts to resolve the grievances at the HOD or next supervisor level which is GHOD in Department Meetings. If the staff member has communicated the issue but no solution is given within the reasonable time of 7 days or he/she is not satisfied with the solution provided he can contact the Staff Grievance Redressal Officer. The staff member can also use the above channel if he/she has a grievance against his/her HOD.
- After passing through the above steps if the staff is not satisfied then he can escalate his issue directly to the Staff Grievance Redressal Officer.
- The employee can choose to remain anonymous. Employees can give written complaint in closed envelope marked in Private and Confidential and marked to Staff Grievance Redressal Committee.
- Staff Grievance Redressal Coordinator (SGRC) has to maintain the log of grievances in the “Staff Grievance excel sheet” and provide complaint reference number to the complainant within 1 working day. He/she is required to maintain the details of the open complaints, complaints in progress and the complaints closed.
- The Staff Grievance Redressal Coordinator shall forward the complaint to the relevant department within 1 day of receipt of the complaint.
- The Department will in turn inform the SGRC about the closure of the employee grievance.
- If the SGRC does not receive any feedback from the concerned department within a period of 7 days, then the issue will be escalated to the GHOD.
- The Staff Grievance Redressal Committee will ensure that the grievance is resolved within a period of 14 days. The SGRO will hence communicate to the staff the resolution as provided by the department.

8. STAFF GRIEVANCE REDRESSAL POLICY AND PROCEDURES

- In case the Grievance is baseless or cannot be resolved, the SGRC will communicate the same to the complainant concerned over phone or by email.
- If the staff is still unsatisfied with the resolution that is communicated by the coordinator, then he can contact the Staff Grievance Redressal Committee which is constituted.

Grievance Redressal Committee (GRC):

- President: Mr. Prashant Agarwal
- Members: Ms. Palak Agarwal, Mr. Dinesh Das Vaishnav, HR Manager
- The aggrieved employee can also meet the member/s of the Staff Grievance Redressal Committee personally and explain the issue.

9. Objectives of Grievance Handling

The objective of the grievance redressal procedure is to provide easily accessible machinery for settlement of grievances.

To adopt measures in organization that would ensure expeditious settlement of grievances of employees leading to increased satisfaction on the job and resulting in improved productivity and efficiency of the organization.

It can include matters relating to leave, increment, acting arrangements, non-extension of benefits under rules, etc., of an individual nature.

10. Meeting Frequency

The Committee meets once every three months, and as and when required.

11. Guidelines for Grievance Redressal

- Grievance redressal procedure shall be explained to the employees during the orientation programme so that they can address their grievances to their HOD.
- The redressal procedure shall address the grievance and with help and advice of the HOD, attempt to redress the grievance and sort out the problems at all levels.
- Appropriate actions shall be taken to redress the grievance by the HOD.
- Counseling sessions shall be scheduled, with the individual and all attempts shall be made to ensure that there is a redressal of the grievance to everyone's satisfaction.
- The HOD shall resolve the grievance or escalate the matter to Grievance Committee
- The complainant can seek for reopening the complaint if he/she is not satisfied with the closure report.

12. Grievance Channels Available to Stakeholders

Narayan Seva Sansthan (NSS) recognizes that stakeholders—including employees, volunteers, beneficiaries, donors, and partners—may also encounter situations requiring redressal. To promote transparency and accountability, both **formal** and **informal channels** are made available:

Formal Channels:

- **Email Communication:** Stakeholders may write directly to designated grievance officers at palak@narayanseva.org or HR@narayanseva.org
- **Written Submissions:** Complaints may be sent by post to the Head Office, marked "Private and Confidential" to the attention of the Grievance Redressal Committee.

Informal Channels:

- **Face-to-Face Interaction:** Stakeholders may raise concerns during field visits, workshops, meetings, or events.
- **Feedback Mechanisms:** Through suggestion boxes, informal discussions with NSS representatives, or program evaluation forms.
- **Liaison Officers/Representatives:** Certain projects may have community representatives or volunteers who can informally collect and escalate stakeholder grievances.
- All grievances—whether from employees or external stakeholders—are treated with confidentiality, sensitivity, and a commitment to timely resolution.

13. Closure of Complaint:

- All efforts will be made to close complaints within 07 calendar days.
- If a grievance is deemed baseless, the SGRC will communicate the same with appropriate justification.
- Dissatisfied employees may request a re-evaluation or approach the GRC personally.

14. Grievance Statistics (Past Year: 2024–25)

- **Total Grievances Received:** 67
- **Resolved:** 67
- **Pending (under process):** 0
- **Resolution Rate:** ~91%
- **Average Resolution Time:** 07 working days

Version	Prepared By	Approved By
1.0	HR Manager	President NSS