



INDIAN METALS & FERRO ALLOYS LTD.

GRIEVANCE REDRESSAL MECHANISM

Grievance Redressal System is a mechanism to receive and act on complaints & grievances reported by inmates & public / community before an organization. A structured Grievance Redressal Mechanism brings in **accountability, responsiveness & transparency** in administration. It provides a platform for engagement with the inmates & public/community for reciprocating feedback on the process of the Organization as well as participation of the community/stakeholders. It acts as an Indicator to measure the effectiveness & efficiency of the processes of an organization.

Being a socially responsible Corporate Sector, M/s Indian Metals & Ferro Alloys Ltd constantly puts thrust on engagement with the Public/community. As IMFA is operating in a highly customer centric environment and majority of the stakeholders, associated with the company, are the citizens residing in the buffer zone of the mines [Sukinda & Mahagiri Mines (Chromite)], IMFA is implementing various Corporate Social Responsibilities and Peripheral Development Schemes in & around its Mines as an integral part of its operations. To deal with such grievances systematically and for timely response & solution to the aggrieved person/(s), a two-tier structure has been worked out keeping the following principles in view:

For Indian Metals & Ferro Alloys Ltd.


(Sandeep B Narade)
Vice President



1. Purpose

Complaint procedures and grievance mechanisms are an essential part of labor relations as they provide a means for workers and other interested parties directly to address problems in the workplace

It is a mechanism to receive and act on complaints and grievances reported by the company personnel & Public / Community before an organisation.

A Structured Complaint procedures and grievance redressal mechanisms brings in accountability, responsiveness & transparency in administration. The commitment to respond to complaints by workers and other interested parties is to be maintained by Company.

2 Scope:


This will cover total complaint management system to ensure the outcomes and remedies accord with internationally recognized human rights, including those stated in the UN Declaration of Human Rights, conventions of the ILO, international human rights norms and national labour laws.

3 Receiving of Complaint/ grievance

Channels that can be used for receiving the complaints/grievance include, but are not limited to:

- Suggestion box, intranet site, or dedicated email address where workers can submit their feedback.
- Formal complaint management system
- Designated HR personnel who is available to speak with workers.
- Worker surveys
- Worker interviews during audits
- Conversations with elected worker or union representatives
- Conversations with members of the SPT
- Worker committees
- Assemblies organized to gather worker feedback.
- Verbal (Physical interaction)

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IMFA adopted a healthy complaint management system which is known, trusted, and easy to use. IMFA adopted seven effectiveness criteria for a complaint management system; are as:

- i) Legitimate
- ii) Accessible
- iii) Predictable
- iv) Equitable
- v) Transparent
- vi) Based on engagement and dialogue
- vii) Complaint Management System Record keeping and Reporting

4 Principles and mechanism

Company has nominated two separate dept. for handling of complaints/ grievance redressal as Nodal Officer – one for internal complaints and other for external complaints (public/community).

For Internal issues: I/C HR Function is the Nodal Officer

For External Issues: I/C Public Relation Function is the Nodal Officer

M/s- IMFA at SMC & MMC is having a two tier (II Tier) to deal with the complaints/ grievance systematically for timely solution to the agreed person/(s).

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(Sandeep B Narade)
Vice President

Head of Mining Business Unit- EIC



The 2 tier systems are as

	<u>Internal</u>	<u>External/ Public</u>
Tier-I	Functional/ Dept Head I/C-HR	I/C - PR I/C -HR
Tier-II	I/C -HR HEAD COMO	I/C -PR HEAD COMO

Complaint received by company from any stakeholders/ personnel for any grievance, the relevant authority as defined above will handle the complaint - by receiving, investigation and resolution of complaint as per the procedure below.

- I) Grievance will be acknowledged within three (3) days of receipt and effort will be made to redress within Thirty (30) days from the date of receipt.
- II) The nodal officer will forward the grievance to the grievance committee (Tire - I) within three (3) working days. The committee will take decision within Twenty-five (25) working days from the date of receipt of grievance/complaints & forward to the same to Nodal Officer who will send the same to the grievance petitioner within three (3) working days.
- II) In case the decision communicated by nodal officer is not acceptable by agreed person, such person can take up the grievance to the next level of grievance committee. The Tier-II level committee will take the decision within fifteen (15) working days from the date of receipt of grievance. The Tier-II committee shall send the decision through Nodal Officer to the grievance petitioner within three (3) working days.

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III) The decision given by the apex level committee (Tier-II committee) will be final.

IV) If the finalisation of a decision in a particular grievance is anticipated to take longer than two (2) months and interim reply will be sent to the grievance petitioner through the Nodal Officer.

5. Coverage of grievance

In justice Mining related affairs related to lively hood, environment of stake holders, Misbehaviour, and other related issues coming under SA parameters.

6. Grievance Mechanism

The grievance will not be taken up under the mechanism includes:-

- Anonymous/ Pseudonym complaints / Frivolous case / others in respect of which in adequate supports are provided.
- Cases involving decision/ policy matter in which he aggrieved has not been affected directly/ indirectly.
- The cases where quasi-judicial procedures are prescribed for deciding matters sub-juiced.
- A grievance which has already been disposed by committee mentioned above.

7. COMPLAINT/ SUGGESTION BOX

For Internal Complaint:

Three nos of complaint/ suggestion boxes are provided inside the mines at SMC Time Office , MMC Time Office & Canteen.

For External complaint:

The stake holders / Public directly deals with PR function.

The Name, phone number, e- mail id etc. in details are displayed outside for convenience of public and personnel.



The records of above shall be kept at HR & PR department and the respective Nodal Officer is responsible for proper implementation of this mechanism.

8. COMPOSITION OF COMMITTEE FOR SMC & MMC



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