

# MUJHE KUCH KEHNA HAI



Employee Grievance Resolution Procedures





# Scope in PFPDL-

- ➔ Any **discontent** or **dissatisfaction** expressed or arising out of anything connected with the company or the organization that an employee thinks / believes or even “**feels**” is **unfair** or **unjust** and seeks attention of the superiors falls under the scope of this policy.
- ➔ This Policy extends to **all employees** of the Company under the payroll of Peerless Financial Products Distribution Ltd and is deemed to be incorporated in the service conditions of all employees and comes into effect immediately.
- The complaint under this policy will be mailed to the email id:

[ethics.officer@peerless.co.in](mailto:ethics.officer@peerless.co.in)



# Redressal Process-

- Any employee who experienced any discomfort or dissatisfaction may submit a complaint of the alleged incident to the Ethics Officer in writing with his/her signature within **10 calendar days** of occurrence of incident
- The Ethics Officer will maintain a record to endorse the complaint received by it and keep the contents **confidential**
- The Ethics Officer will immediately report to the **Chief Risk Officer & Company Secretary**[the **Investigating Officer**] with a copy to the MD and CEO (PFPDL) about the said “Complaint”
- The Investigating Officer/committee will hold a meeting with the Complainant preferably within **5 calendar days** of the receipt of the complaint
- Based on the complaint and the documentary proof, an “**Enquiry**” shall be conducted by the Investigating Officer
- If the Complainant desires to tender any documents by way of evidence before the Committee, she/he shall supply **original copies** of such documents. Similarly, if the person against whom complaint is made desires to tender any documents in evidence before the Committee he / she shall supply original copies of such documents.



## Resolution Time



- ❖ A formal grievance must be resolved within **45 calendar days** after the filing of the grievance.
- ❖ The Investigating Officer may extend the resolution time up to an additional **15 calendar days** for good cause. The extension will be made in writing and will contain the reasons for the extension to the MD & CEO (PFDDL).
- ❖ In no case will the resolution time of a formal grievance exceed **90 calendar days**.

## Protection



- ❖ It is incumbent on the organization to ensure that individuals may do this with full support and an Employee who acts responsibly and in good faith suffers no detriment as a result of making such a report.

## False & Malicious Report



- ❖ Appropriate action will be taken against the “complainant” as per the “**Malpractice matrix**” who so ever makes any false or malicious allegations against another individual/employee. A false or malicious allegation can have devastating effects on an individual who is unjustly accused.

# Concerns that can be raised-

- All unlawful act whether civil or criminal,
- Breach of or failure to implement or comply with any company policy;
- Knowingly breaching any state/national law , or regulations including in personal capacity;
- Unprofessional conduct or business practices;
- Fraudulent or corrupt practices (including the offering or accepting of bribes or otherwise gaining undue advantage from a relationship with the company);
- Questionable practices that have in any manner circumvented the laid down procedures and policies of the Company;
- Dangerous practices likely to cause physical harm/damage to any person/property
- Failure to rectify or take unreasonable steps to report a matter likely to give rise to significant and available cost or loss to the Company;
- Abuse of power or authority for any unauthorized or ulterior purpose;
- Unfair discrimination, coercion, harassment in the course of the employment or provision of services.