



## Premier Road Carriers Limited

### *Grievance Redressal Policy*

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Prepared By:

Approved By:

Issued By:

Name  
/Initials:

Ms. Archana Gogri

Mr. Yashu Gupta

Mr. Yashu Gupta

Signature:

A handwritten signature in blue ink, appearing to read "A. Gogri".

A handwritten signature in blue ink, appearing to read "Yashu Gupta".

A handwritten signature in blue ink, appearing to read "Yashu Gupta".

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Date:

12.09.2024

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However, this grievance management system does **not** cover matters related to:

- Performance appraisals, promotions, salary increments, or incentive-related issues.
- Disciplinary actions, including investigations regarding serious misconduct (which are handled separately).
- Sexual harassment (handled via the **Sexual Harassment Policy**).
- Whistleblowing concerns (handled under the **Whistle-blower Policy**).

#### 4. Applicability

This policy is applicable to all employees across all levels within **Premier Road Carriers Ltd.** The grievance management system aims to offer a fair process for resolving issues regardless of an employee's role, department, or tenure with the organization.

#### 5. Grievance Management Process

The grievance management process will be conducted in several stages to ensure that all grievances are handled fairly and promptly:

##### 5.1 Step 1: Raising a Grievance

Employees are encouraged to first raise their grievances informally with their immediate supervisor or manager. If the grievance is not resolved at this level or if it concerns the supervisor/manager, employees can formally raise the grievance through the **DPIPL Grievance Management System**.

- Employees can raise grievances via , under the **Grievance Management** section.
- The grievance must be categorized clearly (e.g., Salary, Learning & Development, etc.) and, if applicable, include any supporting documentation.
- The grievance will be recorded, and the **Grievance Redressal Committee (GRC)** will acknowledge the grievance within **3 working days**.

##### 5.2 Step 2: Investigation and Resolution

Once the grievance is logged, it will be reviewed and investigated by the **Grievance Redressal Committee (GRC)**, composed of a cross-functional team, including:

- **HR representatives**
- **Department heads or managers**
- **Employee representatives** (where applicable)

The **GRC** will make a decision based on the investigation, and the employee will be informed of the decision within **14 working days**.

##### 5.3 Step 3: Final Decision and Resolution



The GRC Secretary is the central coordinator of the grievance process, ensuring smooth communication and that grievances are addressed efficiently.

#### **Responsibilities of the GRC Secretary:**

- Grievance Acknowledgment:** Acknowledge receipt of grievances within 3 working days.
- Tracking and Monitoring:** Track the progress of each grievance from receipt to resolution, ensuring adherence to timelines.
- Assigning Investigation:** Assign the grievance to an appropriate investigator and ensure the timely completion of the investigation.
- Communication with Employees:** Ensure clear communication with employees regarding the status and outcome of their grievances.
- Documentation:** Maintain accurate records of all grievances raised, investigations conducted, and resolutions reached.

#### **C. Investigators:**

Investigators are responsible for gathering facts and evidence related to the grievances raised, interviewing concerned parties, and preparing investigation reports.

#### **Responsibilities of Investigators:**

- Conducting Investigations:** Investigate the grievance in an unbiased manner, collect all relevant information, and interview relevant parties.
- Report Preparation:** Prepare and submit a detailed investigation report with findings and suggested resolutions to the GRC Secretary.
- Confidentiality:** Maintain confidentiality of all matters during the investigation process.

#### **D. Reporting Manager:**

The Reporting Manager plays an essential role in handling grievances related to learning and development or general working conditions. They should provide relevant support during the grievance investigation process.

#### **Responsibilities of the Reporting Manager:**

- Validating Concerns:** Verify the authenticity of the grievance and provide necessary clarifications to the investigator.
- Providing Support:** Offer assistance in resolving grievances related to their department, such as addressing interpersonal conflicts or working conditions.
- Confidentiality:** Maintain confidentiality and avoid influencing the investigation outcomes.

#### **E. Business Unit BU HR:**



### C. Appeals Process:

- 1. Filing an Appeal:** An employee can file an appeal within 30 days of receiving the decision from the GRC.
- 2. Initial Review:** The employee should write an email to the BU HR Head explaining the reasons for dissatisfaction with the GRC decision.
- 3. Investigation by BU HR:** The BU HR Head, in collaboration with the GRC Secretary and other relevant members, will conduct a preliminary investigation to assess the merits of the appeal.
- 4. Final Decision by Appeals Committee:** The Appeals Committee will review the case, investigate further if necessary, and issue a final decision. The employee will be informed of the decision within 14 working days of filing the appeal.
- 5. Closure:** Once the Appeals Committee makes a decision, the grievance will be considered closed, and no further action will be taken unless new evidence is presented.

### 8. Confidentiality

All grievances will be handled with the highest level of confidentiality. Employees' identities and any details of the grievance will be disclosed only to those directly involved in the resolution process. Disclosures beyond this may only occur if required by law or with explicit consent from the employee.

### 9. Protection Against Retaliation

The Company is committed to ensuring that no employee suffers any form of retaliation for raising a legitimate grievance. Any act of retaliation will be considered a violation of this policy and may lead to disciplinary action.

### 10. Final Provisions

- Policy Review:** This policy will be reviewed periodically and updated as necessary to reflect any changes in business practices or legal requirements.
- Implementation:** The HR Department is responsible for the implementation of this policy and ensuring that all employees are made aware of it.

### 11. Contact Information

Employees can raise grievances through the e mail [yashu.gupta@prclimited.co.in](mailto:yashu.gupta@prclimited.co.in) or contact the HR Department for assistance in initiating the grievance process.

### Display & Communication of Policy



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