



**SPMCIL**

**SPMCIL GRIEVANCE  
REDRESSAL MECHANISM**

**भारत प्रतिभूति मुद्रण तथा मुद्रा निर्माण निगम  
लिमिटेड**

(भारत सरकार के पूर्ण स्वामित्वाधीन)

**Security Printing and Minting  
Corporation of India Ltd.**

(Wholly Owned by Govt. of India)

**CORPORATE OFFICE  
NEW DELHI**





**SPMCIL GRIEVANCE REDRESSAL MECHANISM**

The need for evolving a suitable Grievance Redressal Mechanism for the Industrial Workers, Staff Members and Executives upto the level of E-5 of the Company has been engaging the attention of SPMCIL Management for quite some time. A model Grievance Redressal Procedure has now been formulated which shall cover all employees of the nine Units and Corporate Office.

2. The objective of the Grievance Redressal Procedure is to provide an accessible machinery for settlement of grievances and to adopt such measures in the company as would ensure expeditious redressal of grievances of the Employees leading to increased satisfaction at the workplace which has a direct bearing on the overall efficiency of the Organization. The procedure will provide for various stages to settle the grievances of the employees in a time based plan so that aggrieved employees derive satisfaction of seeking redressal and their concerns taken to a logical end within the specified framework and Rules of the Company.
3. 'Grievance' for the purpose of this scheme would mean a concern relating to any Industrial Worker, Staff Member and Executive upto the level of E-5 of the Company related to day-to-day work, equipments, safety gears working tools, production materials, efficiency of the machines and working conditions. It may also be arising out of payment of salary, recoveries of dues, increment, leave, allotment of quarters, medical facilities, promotion/non-promotion, transfer, seniority, etc. However, the Grievances arising out of terms of employment and implied conditions of service in conformity with policy of the Company will not be construed as a Grievance.

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4-10-2012





Grievance pertaining to disciplinary action or appeal against such action shall be regulated as laid down under SPMCIL CDA Rules, 2010 and in all such cases Grievance Redressal Mechanism will not apply.

4. The following Procedure will be followed to deal with the individual grievances of the employees:

**LEVEL-I SHOP FLOOR COMMITTEE**

- An aggrieved employee shall take up his grievance in writing with Shop Floor Committee of the Unit who will give a personal hearing and resolve the grievance of the employee within 10 days. GM/HoD of the Unit will decide a list of Supervisors / Executives of different Departments as Shop Floor Committee members for redressal of grievances. Wherever necessary, the Shop Floor Committee will consult the Head of the Department or such other Departments before finally communicating to the aggrieved employee.
- In case the employee is still not satisfied, he can escalate his grievance to the head of the concerned Department in **Form-I** within 15 days from the date on which the act of grievance was disposed off by the Shop Floor Committee.
- It will be incumbent on part of the Head of the Department to mitigate the grievances or otherwise record his comments on the grievance Form-I submitted by the employee within 10 days after making necessary enquiries and obtaining requisite inputs from other Departments, if any, as required and thus refer it to the Unit Level Committee.

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4.10.2012





## **LEVEL-II UNIT LEVEL COMMITTEE**

- In case of employee not being satisfied with the decision of Level-I committee or if he fails to receive the reply within stipulated period, he may escalate his grievance in the prescribed form **(Form-II)** within a period of 15 days to the Unit Level Committee. The Unit Level Committee will be constituted by GM/HoD to deal with the Unit specific grievances. The following shall be the composition of the Unit level Grievance Redressal Committee:
  - i. GM of the Unit – Chairman
  - ii. Concerned HoD where aggrieved employee working
  - iii. Finance Head of the Unit
  - iv. HR Head of the Unit – Member Coordinator
- It will be necessary on the part of the Unit Level Committee headed by the GM to give an opportunity to the aggrieved employee to put forth his grievance in person before the Level-II Committee and having heard his grievance the same shall be disposed off on merit of a grievance in a befitting manner.

## **HEAD QUARTER'S GRIEVANCE COMMITTEE**

- Likewise in the Corporate Office of SPMCIL also, the following Grievance Redressal Committee is constituted to mitigate the grievances of the employees working in the Corporate Office:
  - (i) DY.GM (IR) – To Chair
  - (ii) Head of concerned Department
  - (iii) Head of Finance

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4.10.2012





- Accordingly, after giving reasonable opportunity to the Employee of being heard about his grievance, the same shall be disposed off by the Committee within 10 days in respect of Corporate Office Employees.
- An employee not satisfied with the decision of the HQ's Committee and not received reply within the stipulated period as the case may be, may escalate his grievance to the Committee of Directors through DGM (IR).

**GRIEVANCE REFERRED TO CORPORATE OFFICE**

- The unresolved grievances of all the nine Units employees which could not be redressed by the Units shall be referred to the Corporate Office and DY.GM(IR) shall be the nodal officer to compile and consolidate the unresolved grievances and put up to the Committee of Directors through the Director(HR) for final disposal of the grievances.
- Decision of the Committee of Directors shall be communicated by the DY.GM(IR) to the GM of the concerned Unit pertaining to the cases referred by the Units and also to the concerned Head of the Department for Corporate Office employees within a month from the date of receipt of reference from the Units and Corporate Office.
- The senior officers holding the position of GM / Head of the Unit and DY.GMs may also take up their concerns and grievances formally with the functional Directors or the GM as the case may be in Form-I. The superior officer shall reply to such concerns within 10 days after ascertaining the requisite information from concerned Department to which the grievance is related.

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### ULTIMATE ESCALATION

- In exceptional cases, an aggrieved employee who is not satisfied with the decision of the Committee of Directors may prefer an appeal to CMD. Based on the material facts placed on the record, CMD shall take a final decision and communicate the same to the aggrieved employee within 30 days through Dy.GM(IR) from the receipt of the appeal and his decision will be final and binding.

### GENERAL CONDITIONS

- An employee shall bring up his grievance immediately and in any case within a period of three months of its occurrence.
- If the grievance arises out of an order given by the Management, the said order shall be complied with before the employee concerned invokes the aforesaid procedure laid down for redressal of grievances.
- All decisions on grievance preferred under the Grievance Mechanism should be in conformity with Rules, Regulations & Policies of the Company.
- No Workmen, Staff & Executive shall be harassed or victimized for having preferred grievance under this mechanism.
- A half yearly return on the number of grievances received and disposed off as on 1<sup>st</sup> July & 1<sup>st</sup> January of every year may be forwarded to the Corporate Office in the proforma at **Form - III**.

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SPMCIL GRIEVANCE REDRESSAL MECHANISM



Form-1

- All grievances referred to the Corporate Office for redressal by Committee of Directors / CMD shall be entered in a Register to be maintained in the office of Dy.GM(IR) as the nodal officer.
- Management reserves the right to make any addition / deletion and amendment in the Grievance Redressal Mechanism as deemed fit.

Name

Designation

Level

Grade Pay

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Section

Nature of Grievance &  
Reasons thereof

Dated

Signature of Employee

(For the use the Head of the Section)

Grievance No.

Received on

Whether interviewed  
Employee

Yes/No

Sources & Results,  
of enquiry

Replied on

Dated

Signature of Head of the Section

*Handwritten signature and date: 4.6.2012*



**(SPMCIL Grievance Redressal Procedure for Employees)  
Level – I Grievance**

Name :

Employee Code No. :

Designation :

Level :

Grade Pay :

Section :

Nature of Grievance &  
Reasons thereof :

Dated

Signature of Employee

**(For the use the Head of the Section)**

Grievance No. :

Received on

Whether interviewed  
Employee :

Yes/No

Sources & Results,  
of enquiry :

Replied on :

Dated

Signature of Head of the Section

*Handwritten signature and date*  
4-10-2012





**(SPMCIL Grievance Redressal Procedure for Employees)  
Level – II Grievance**

Name :

Employee Code No. :

Designation / Nature of Grievance (Briefly) :

Level :

Grade Pay :

Section :

Nature of Grievance &  
Reasons thereof :

Dated

Signature of Employee

**(For the use the Head of the Department)**

Grievance No. :

Received on

Whether interviewed  
Employee :

Yes/No

Sources & Results,  
of enquiry :

Replied on :

Dated

Signature of Head of the Department

*Handwritten signature and date: 4-10-2012*





**RETURN UNDER THE GRIEVANCE REDRESSAL MECHANISM FOR  
EMPLOYEES FROM THE HALF YEAR ENDING.....**

- 1 No. of grievances :
- 2 Type / Nature of :  
Grievance (Briefly)
- 3 No. of grievances :  
disposed off at Level-I  
Stage.
- 4 No. of appeals preferred :  
against Orders on Level-I.
- 5 No. of appeals disposed :  
off at Level-II Stage.
- 6 No. of grievances referred :  
to Corporate Office
- 7 Remarks :

*Handwritten signature and date*  
4.10.2012