

File No. NHF/2/22/1/2019/3421

Dated: 13-11-2019

**OFFICE MEMORANDUM**

**Sub: GRIEVANCES REDRESSAL PROCEDURE FOR STAFF AND OFFICERS IN  
NATIONAL HANDICAPPED FINANCE AND DEVELOPMENT CORPORATION  
(NHFDC)**

The following "Grievance Redressal Procedure" has been prescribed for the staff and officers of the National Handicapped Finance and Development Corporation (NHFDC) in accordance with Model Grievance Redressal Procedure prescribed for staff & officers in the CPSE's by DPE vide BPE O.M. No. 16(84)/82-GM dated 5<sup>th</sup> Sept., 1985:

**1. Objectives**

The objective of the grievance redressal procedure is to provide an easily accessible machinery for settlement of grievances and to adopt measures in NHFDC as would ensure expeditious settlement of grievances of staff and officers leading to increased satisfaction on the job resulting in improved productivity and efficiency of the organization.

**2. Applicability**

The Scheme will cover all regular staffs and officers of NHFDC except contract employees, trainees or who are deemed to be workers/workmen under the Factories Act 1948/ Industrial Disputes Act, 1947 or any other legislation applicable to such categories of employees.

**3. Grievance**

'Grievance' for the purpose of this scheme would only mean a grievance relating to any staff /officer arising out of the implementation of the policies /rules or decisions of the NHFDC. It can include matters relating to leave, increment, acting arrangements, non-extension of benefits under rules, interpretation of Service Rules, etc., of an individual nature.

**4. Procedure for handling grievances**

Subject to the above provisions, individual grievances of staff members and officers shall henceforth be processed and dealt with in the following manner:

- 4.1** An aggrieved staff member or officer shall take up his grievance (s) orally with his immediate superior, who will give a personal hearing and try to resolve the grievance (s) at his level within a week.

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- 4.2. If the grievance is not satisfactorily redressed, the aggrieved staff / officer may submit his/her grievance in writing to the Departmental Head concerned or to the HOD (P&A) as may be determined by the CMD, NHFDC. Such Nominated Authority will record his comments on the representation within seven days, if need be refer it to the Grievance Redressal Committee in case the grievance is not resolved or settled amicably. The recommendation of the Grievance Redressal Committee will be conveyed within one month to the Deciding Authority as may be nominated by the CMD, NHFDC and the decision of deciding Authority will be final, Subject to the provisions contained in para 4.3 below.
- 4.3 In exceptional cases, with the concurrence of the Grievances Redressal Committee, the aggrieved staff member / Officer whose grievance has been considered and is not satisfied with the decision of the Deciding Authority, will have an option to appeal to the Chairman-cum Managing Director of NHFDC. A decision on such appeals will be taken within one month of the receipt of the appeal. The decision of the CMD, NHFDC as the case may be, will be final and binding on the aggrieved staff member/ officer and the management.
- 4.4 Grievances in respect of following two categories of officers will not fall within the purview of the Grievance Redressal Committee. In their case, the procedure will be as under:
- i. In the case of officers, who are one step below the Board level, the resolving grievance may be taken up with the CMD, NHFDC.
  - ii. Officers reporting directly to CMD may approach him for resolving their grievances.

## 5. Composition of the Redressal Committee

A Grievance Redressal Committee of the Corporation, comprising of the following, has been constituted by the Competent authority for a period of 03 years:

1. Dr. Vineet Rana, Dy. General Manager (Project) – Committee Head
2. Shri Anil Kumar, Dy. General Manager (P&A) – Member
3. Shri Arvind Tabane, Sr. Executive – Staff Representative

## 6. Overall guidance and Conditions

- 6.1. The Staff member/ officer shall bring up his grievance immediately and in any case within a period of 3 month of its occurrence.
- 6.2 If the grievance arises out of an order given by the management, the said order shall be complied with before the Staff member/officer concerned invokes the procedure laid down herein for redressal of his grievance.
- 6.3 Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure:
- a. Annual performance appraisals /Confidential Reports;
  - b. Promotions including DPC's minutes and decisions;
  - c. Where the grievance does not relate to an individual employee or officer; and
  - d. In the case of any grievance arising out of discharge or dismissal of staff member or officer.

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- 6.4 Grievances pertaining to or arising out of disciplinary action or appeal against such action shall be channeled to the competent authority as laid down under the Conduct, Discipline and Appeal Rules of the NHFDC and in such cases the grievance redressal procedure will not apply.
- 6.5 All grievances referred to the Grievance Redressal Committee/HOD (P&A)/CMD, NHFDC shall be entered in Register to be maintained for the purpose by the designated officer (s). The number of grievances, settled or pending, will be reported to CMD, NHFDC every month.

This issues with the approval of CMD, NHFDC.



(Anil Kumar)

Dy. General Manager (P&A)

Copy to:

1. All Employees of NHFDC
2. Finance & Account Department
3. P & A Department
4. Company Affairs Department
5. Internal Audit Department
6. Project Department
7. Loan Accounting Department
8. Manager (O/L) – For Hindi Translation
9. Notice Board
10. Office Order file
11. Nodal Officer (KMP)-: For information and necessary updation in KM Portal
12. Manager (S&P) – For necessary changes in Web site

