
AZURE POWER INDIA PVT. LTD.

POLICY

EMPLOYEE GRIEVANCE REDRESSAL POLICY

DOC. NO: HR-PL-006

Rev. Number: 03

Date: 08-06-2020

Process owner
Manager - HR

Approved By
Head – HR

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1.0 Objective

To provide a mechanism for individual employees to raise grievances arising from their employment. The Policy will also ensure that such grievances are dealt with promptly, fairly and in accordance with other related Policies of the Organization. This includes concerns from an employee about an action that has been taken and or an in-action, or a contemplated action in relation to them by a supervisor, another employee or from the Management.

This policy should be read in conjunction with other related Policy Documents such as the Code of Business Conduct Policy. Any additional related Policies formulated by the Organization will automatically become conjunct to this Policy.

2.0 Scope

To provide guidelines to address employees' grievances defined as any type of problem, concern or complaint related to work or the work environment. A grievance may be about an act, omission, situation, or decision that the Employee thinks to be unfair, discriminatory or unjustified.

The Policy will not cover matters of Employment which will be dealt under the applicable appointment terms of the employee. Hence, this policy will not enable an employee to contest dismissal, demotion, suspension or other disciplinary measure.

3.0 Guiding Principles

Whenever the grievance procedure is being followed, it is important that issues are dealt with fairly. The following elements shall be considered in doing so:

- All employees should always try to resolve problems in the workplace at the earliest possible opportunity and usually with the least possible formality.
- All efforts shall be put to address matters before they reach the stage of becoming a formal grievance issue.
- All employees should raise and deal with issues promptly and should not unreasonably delay meetings, decisions or confirmation of those decisions.
- All employees should act consistently.

The organization recognizes that a formal grievance procedure can be a stressful and upsetting experience for all employees involved. Hence, employees involved in the process are entitled to be treated calmly with respect while upholding confidentiality.

The Organization will not accept and/or tolerate abusive or insulting behavior from anyone taking part in or conducting grievance procedures. Any such behavior will be treated as misconduct under the Disciplinary Policies of the Organization.

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The Organization also recognizes the diverse needs of the services provided as well as that of the workforce. Hence this Policy is aimed to provide a common platform that ensures the processes implemented under this Policy do not place any employee at a disadvantage over others.

4.0 Procedure for addressing Concerns

The organization would endeavor to address the concerns raised by its employees as quickly as possible and with minimum procedural steps hence will have the following escalation process:

- a. An employee who has a concern is expected to approach his/her Reporting Manager as the first step towards getting the same addressed. Reporting Manager, after assessment of the issue, will address the same in the best feasible manner, if need be, with guidance from the Department / SBU Head.
- b. In case the employee feels the concern raised is not addressed by the Reporting Manager or he/has reasons to feel dissatisfied with the decision taken, the employee may approach the Human Resource Function to seek redressal. The HR Manager will strive to address the concern within the organizational policy framework and in consultation with all concerned.
- c. If the employee does not receive a solution to the concern raised either from the Reporting Manager or the HR Function formally or informally and the employee believes that his/her complaint rises to the level of a grievance, then the employee may initiate a formal grievance with the Grievance Redressal Committee as described in this policy in an effort to seek an equitable solution.

5.0 Time Limitation

This Policy applies to grievances filed subsequent to its release. No grievance shall be heard unless it has been filed under the process of lodging within thirty (30) calendar days after the act or the condition giving rise to the grievance. In issues which are continuing or cyclic in nature, such grievance should be filed within 30 days of its last occurrence.

6.0 Grievance Officer

COO will function as the Grievance Officer of the organization.

7.0 Grievance Redressal Committee

A Committee representing cross section of functions, levels and both genders has been formed to address issues raised as grievances by employees. The committee will have a 3-member team including its Chairperson. Majority View will be considered for arriving at a decision if a difference of opinion arises amongst the members. Committee members will have a maximum tenure of 3 years.

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Grievance Redressal Committee:

S. No.	Level	Role
1	Head - HR	Chairperson
2	Head - Construction	Member
3	Head- Finance & Accounts	Member

An employee can raise the complaint on email id: grievance@azurepower.com

8.0 Procedure to approach Grievance Redressal Committee

An employee, feeling the need to approach the Committee to address an issue / matter / concern after having sought other ways stated above may formally submit the matter to the Committee.

No specific format has been prescribed to submit a grievance. Employee may submit his/her grievance in the manner he/she deems fit provided the matter is communicated with clarity and consistency and is in written form.

The Committee will be required to examine the grievance raised by the employee and complete its assessment and arrive at its decision within 30 working days of receipt of a grievance. In case the matter requires a more elaborate assessment, the same can be completed within 60 working days.

9.0 Roles & Responsibilities

The Grievance Committee shall be responsible to ensure that grievances are dealt with effectively in accordance with the Grievance Procedures set out in this Policy. In doing so, the Committee shall adhere to the following principles

- Take grievances seriously taking on board why the employee feels aggrieved, unhappy or dissatisfied.
- Investigate the facts and surrounding circumstances and showing the employees that such acts have been done thoroughly and sensitively.
- Actively look for a solution that will satisfy the employee, where practical, without causing disproportionate difficulty for the organization or the Employee's colleagues.
- Provide feedback to the employee about what can and cannot be done to resolve the grievance.
- Take necessary follow-up action
- In addition, the Grievance Committee is also empowered to receive any grievance raised by an employee under the provisions of the Policy for Employment of Disabled People.

10.0 Records

The Committee should ensure that the following minimal set of records is kept for matters attended by the Committee. The Human Resources department shall be responsible to ensure the filing and

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safekeeping of the following records as well as maintain a Grievance Redressal Register for ready reference.

- The nature of the grievance
- Written grievance statement
- Action taken with reasons for it to be taken
- A written statement of the decisions

11.0 Decisions

The Committee shall send to the grievant, a written statement of its decision within ten (10) days of completion of its assessment. The decisions of the Committee shall be final. However, a grievant can file an appeal to the Committee further dissatisfaction with a decision of the Committee along with further supporting material if available or highlighting potential adverse implications of the decision of the Committee.

12.0 Confidentiality

All members of the Grievance Committee and those assigned for record keeping, as well as any staff member questioned in relation to an issue at hand, are bound by the duty of confidentiality at all times and hold in confidence, all documentation and information exchanged in the process.

13.0 Effective Date

This Employee Grievance Redressal Policy is effective with immediate effect.

Revision History:

Rev No.	Date	Description of Changes	Prepared by	Reviewed by	Approved By
00	30-10-2018	New Release	DGM - HR	Sr. GM – HR	Sr. VP - HR
01	04-03-2020	Modification as per DCR Received	Manager - HR	AGM - HR	Head – HR
02	17-03-2020	Modification as per DCR Received	Manager - HR	AGM - HR	Head – HR
03	08-06-2020	Revision as per DCR	Manager - HR	AGM - HR	Head – HR

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