

	Pheon Auto Tech Pvt Ltd	Format Ref.	F-MR-05
Format Name	Controlled Guidelines & Policies	Rev No/Dt	02/ 09.02.2022

Sec	Description	Particulars			
1	Particulars	Type of Guideline	Policy☒		Guidelines☐
		Name	Grievance Redressal Policy		
		Ref.	G-H-10		
		Department	Human Resource		
2	Purpose	This policy aims to provide a structured and transparent process for addressing employee grievances, ensuring timely resolution and promoting a positive work culture.			
3	Scope	This policy applies to all permanent, contractual, and probationary employees across manufacturing units and corporate office of Pheon Auto Tech Pvt. Ltd.			
4	Owner	Manager HR & Admin			

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By MR at 4:06 pm, Sep 02, 2025

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5	Guideline / Policy
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1. Definition of Grievance

A grievance is any genuine concern, complaint, or dissatisfaction expressed by an employee regarding:

- Working conditions
- Interpersonal conflicts
- Compensation or benefits
- Safety or environmental concerns
- Workload and performance appraisals
- Workplace harassment or discrimination
- Company policies and practices

2. Principles of Grievance Redressal

- **Confidentiality:** All grievances will be handled with strict confidentiality.
- **Fairness:** Every grievance will be addressed without bias.
- **Timeliness:** Resolutions will be pursued promptly.
- **Non-retaliation:** Employees will not face retaliation for raising grievances.

3. Grievance Redressal Mechanism

Step 1: Informal Resolution

Encouraged but not mandatory.

Employees are encouraged to resolve issues informally by discussing directly with their immediate supervisor or manager.

Step 2: Formal Grievance Submission

If the issue remains unresolved:

A. Grievance Submission

- **Mode:** Written complaint, via email, official form (Annexure-I).
- **Details Required:**
 - Name and employee ID
 - Department and location
 - Nature of grievance
 - Date and relevant details
 - Any steps already taken to resolve the issue

B. Submission Channels

- Employees: Submit to **HR**.

Step 3: Acknowledgement & Investigation

- The HR team will **acknowledge within 2 working days**.
- Investigation will be initiated within **5 working days**.

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- If needed, the Grievance Redressal Committee (GRC) will be involved

Step 4: Resolution

- Resolution should be provided within **15 working days** of receiving the complaint.
- If more time is needed, the employee will be informed in writing.
- A resolution report will be documented and shared with the complainant.

Step 5: Appeal Process

If unsatisfied with the resolution:

- An appeal can be made in writing to the **Head of HR / Senior Management**.
- A final decision will be made within **10 working days** of appeal submission.

4. Grievance Redressal Committee (GRC)

- Unit HR Head (Chair)
- Safety Officer
- Department Supervisor

5. Record-Keeping

- All grievance records will be securely maintained by HR for a minimum of **2 years**.
- Confidentiality of documents will be ensured.

6. Policy Review

This policy shall be reviewed annually or as needed based on legal, organizational, or operational changes.

7. Communication & Training

- The policy will be communicated during onboarding.
- Regular awareness sessions will be conducted.
- Display on notice boards.

8. Zero Tolerance Clause

Any attempt to misuse this policy (false complaints or malicious intent) will be dealt with seriously, including disciplinary action.

9. Grievance Redressal Committee

As per requirement of the section 9C of the Industrial Disputes Act, 1947. The management of Pheon Auto Tech Pvt. Ltd., Noida do hereby constitute Grievance Redressal Committee as under

Members representing Employer:

1. HR Manager
2. Production Head
3. Director (If-Required)

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Members representing workers:

1. Supervisor
2. Line Leader

This committee will remain in force till new formation as directed by management from the date of its formation. Director is the chairperson.

10. Role & Responsibilities of Committee:

This committee will hear & resolve individual grievances. The setting up of Grievance Redressal Committee shall not affect the right of the workman to raise industrial dispute on the same matter under the provisions of Industrial Disputes Act. The Grievance Redressal Committee may complete its proceedings within thirty days on receipt of a written application by or on behalf of the aggrieved party. The workman who is aggrieved of the decision of the Grievance Redressal Committee may prefer an appeal to the employer against the decision of Grievance Redressal Committee and the employer shall, within one month from the date of receipt of such appeal, dispose off the same and send a copy of his decision to the workman concerned.

This issue in compliance of sec. 9C of the Industrial Disputes Act, 1947.

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Annexure-I (G-H-10)

Grievance Form

To be completed by the grievant

Grievant information			
Employee Name		Employee ID	
Job Title		Department	
Supervisor/Reporting Manager		Date	

Grievance details			
Date, time, and location of the incident			
Witnesses (if applicable)			
Description of the incident <i>(Describe the incident in detail. Include the names of individuals involved, if applicable.)</i>			
Violations of policies/guidelines <i>(List policies and guidelines that you believe have been violated during the incident.)</i>			
Has this grievance been discussed with your direct supervisor?	☐ Yes	☐ No	☐ Other, please specify:

Proposed grievance resolution

Employee Signature	
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Received by	
Name	
Date	
Signature	

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Sec.	Description	Details			
		Particulars		From	Reference
6	Inputs	Annexure-I (G-H-10)		G-H-10	
7	Outputs	Filled Document of Annexure-I			
8	Monitoring & Measurement	Frequency		KPI	Responsibility
		Yearly		Grievance Resolution Rate – 100 %	Manager HR
9	Revision History	Rev No.	Details of Revision	Date	DCR No.
		00	INITIAL RELEASE	01.09.2025	
		01			
10	Format Usage Related	Format Template Loc.	Not Applicable		
		Document Retention Format	Policies	To be Stamped and Signed by MD and then Retained in PDF Format.	
			Guidelines	Controlled Document to be retained in PDF Format	
		Document Retention Loc.	PAT Svstems Data > PAT - Document Resource > Controlled - PAT - Guidelines and Policies > Human Resource (H) Related > Controlled G-H-10- Grievance Redressal Policy		
		Retention Period	Perpetual		
		Circulation	MD, MIS, All Staff & Workers.		
11	Abbreviations				
12	Document Control	Particulars	Name	Date	Sign
		Prepared By	Devinder Singh	01.09.2025	
		Approved By	Gaurav Singhal 	01.09.2025	
		Controlled By	Mayank Mishra	01.09.2025	

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