



**MADHYA PRADESH MADHYA KSHETRA
VIDYUT VITARAN COMPANY LIMITED
(GOVERNMENT OF M.P. UNDERTAKING)
NISHTHA PARISAR, GOVINDPURA, BHOPAL (MP) 462023**

☎-2602033;2602034; FAX:2589821

Website: ws.mpcz.co.in

CIN: U40109MP2002GGC015119



(HUMAN RESOURCE DEPARTMENT(ISO 9001:2008 CERTIFIED))

No. MD/MK/01/Estt./M-HR-VI/4696

Bhopal dated: 30.06.2018

CIRCULAR

Employee Grievance Module is being introduced by the company for the purpose of providing an online platform for employees to raise a grievance related to their service matters and workplace. It will also ensure that such grievances are dealt with promptly, fairly and within time limit in a transparent manner.

Brief description of the mechanism is as follows:

A) Grievance related to existing/ present employees:

1) Grievance:

Complaints affecting employees in respect of their salary, attendance, leave, transfer, promotion, seniority, work assignment, working conditions, amenities provided or any sort of harassment etc. would count as a grievance.

2) Mode of complaint:

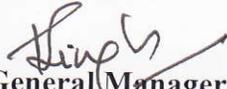
Complaints can now be logged online by the employees through Employee Grievance Redressal Module by accessing PRAYAS portal and entering their Aadhar number or employee number. After submission of all details employee will be provided with a Grievance/ complaint number.

3) Movement of complaints:

The complaint logged by the employee will go first to its reporting officer as mapped in PRAYAS and next in next level it will be forwarded to concerned General Manager. But if the employee desires, he is free to select the option for sending his complaint directly to the General Manager (O&M)/ (Estt.) of that office (Circle/ Region).

If the receiver of the complaints failed to decide it in **the time limit** the same will escalate to one level higher Authority for decision. However if the receiver is not capable/ empowered to take the decision in the case, he must forward the case to concerned General Manager at the earliest. The time limit at various levels has been detailed in following para.

- 6- The GM (Estt.)(R&Civil)/(A&PGR)/(Commercial)/(W&P), (AMR Cell), O/o MD (CZ), Bhopal.
- 7- The DGM (_____) /Sr. P.O./Sr. S.O., O/o MD (CZ), Bhopal.
- 8- The DGM (_____) /A.O.(AU), O/o _____ MPMKVVCL. _____.
- 9- The Manager (HR) _____ /PS, O/o _____.
- 10- The PS to MD (CZ), Bhopal.
- 11- The PS Section, CGM (HR&A), MPMKVVCL, Bhopal.
- 12- Shri./Ms. _____.


Chief General Manager (HR&A)