



MODERN TOOLING SOLUTION

GRIEVANCE REDRESSAL POLICY

1. Purpose

This system aims to provide a clear, fair, and confidential mechanism for employees to raise concerns, complaints, or grievances related to their work, colleagues, supervisors, or the workplace environment. It supports respectful dialogue and timely resolution.

2. Scope

Applicable to:

- All employees (permanent, contractual, trainees, apprentices)
- All departments, shifts, and factory units
- Grievances relating to work conditions, discrimination, harassment, wages, facilities, or interpersonal conflicts

3. Objectives

- Ensure a structured and transparent grievance handling process
- Address complaints promptly, fairly, and confidentially
- Promote trust and open communication in the workplace
- Prevent escalation of unresolved issues into disputes

4. What Can Be Reported?

Employees may raise concerns about:

- Workplace harassment or bullying
- Discrimination based on caste, religion, gender, etc.
- Delayed payments or wage disputes
- Unsafe working conditions
- Poor supervisor behavior
- Any unfair treatment or violation of rights



MODERN TOOLING SOLUTION

5. Grievance Redressal Committee (GRC)

- **Chairperson – John D'Silva**
- **HR Representative: Naresh A**
- **Employee Representative: Jegadeesh C**
- **Female Member (Mandatory) – Menaga V**

Responsibilities:

- Receive and record grievances
- Investigate grievances neutrally
- Provide a solution within defined timelines
- Ensure confidentiality and non-retaliation

6. Grievance Redressal Procedure

Step 1: Informal Resolution

Employees are encouraged to first discuss their concern with their immediate supervisor or HR, if comfortable.

Step 2: Formal Complaint Submission

If unresolved, the employee may submit a **written complaint** (or verbal, if literacy is a concern) to:

- HR Department
- Suggestion/Grievance Box
- Official email: [grievance@yourcompany.com]

Details to include:

- Name (can be anonymous, but identity helps with resolution)
- Department/Shift
- Nature of grievance
- Date and details of incident



MODERN TOOLING SOLUTION

Step 3: Acknowledgment and Review

- Complaint is acknowledged within **2 working days**
- HR forwards to Grievance Redressal Committee for review
- If needed, an internal investigation is initiated

Step 4: Hearing and Discussion

- Committee meets with the complainant and other parties (separately or together)
- All sides are heard confidentially
- Evidence is reviewed (if available)

Step 5: Resolution and Closure

- Decision is communicated to the complainant within **7–10 working days**
- Actions may include counseling, warnings, job transfers, or disciplinary action
- Outcome is documented and signed

7. Confidentiality and Non-Retaliation

- All grievances will be handled confidentially
- Retaliation against complainants or witnesses is strictly prohibited and will lead to disciplinary action

8. Monitoring and Review

- The HR Department will maintain grievance logs (with redacted identities for sensitive issues)
- Trends and root causes will be reviewed periodically to improve working conditions
- The grievance system will be reviewed annually for effectiveness



MODERN TOOLING SOLUTION

9. Authorization and Approval

This Grievance Redressal Policy has been reviewed and approved by the higher management at Modern Tooling Solution. The Managing Director, Head of Human Resources, Internal Committee Chairperson and Assistant General Manager have formally endorsed this document, indicating the organization's commitment to a safe and secure workplace. This policy is effective from the date of signing and shall be reviewed annually or in response to any significant changes in legal requirements.

Name	Designation	Signature	Date
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[Name]	Managing Director	[Sign]	[Date]
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[Name]	HR Head	[Sign]	[Date]
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[Name]	IC Chairperson	[Sign]	[Date]
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[Name]	AGM	[Sign]	[Date]
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