NATIONAL SCHEDULED TRIBES FINANCE AND DEVELOPMENT CORPORATION, NEW DELHI

No. NSTFDC/Pers./Estb./GRP/2024 **June 11, 2024**

CIRCULAR

This is to notify that NSTFDC has adopted Grievance Redressal Procedure (Copy enclosed) in order to amicably resolve any grievance w.r.t. work, working environment, reporting relationship, implementation of policies etc. of individual nature. The procedure will become effective from 11.06.2024 and shall be applicable for all the regular employees of NSTFDC, except executives appointed by the Board and officers/staff reporting directly to Chairman and Managing Director of the corporation.

This issues with the approval of Competent Authority.

(R.J. Kachhap)
General Manager (Pers. & Vig.)

Encl:a/a.

Copy to:

1. All employees of NSTFDC
2. PS to CMD- For information of CMD, please.
3. PS to CGM (Fin.)- For information of CGM (Fin.), please
4. SPS to GM (P&V)- For information of GM (P&V), please.
5. DGM (OL)-For Hindi translation, please.
6. Circular file

Grievance Redressal Procedure in NSTFDC

1.0 Short title and commencement

This procedure shall be called as "NSTFDC Grievance Redressal procedure". It shall come into force with effect from the date of the notification.

2.0 Scope and applicability

A grievance is a concern, problem or complaint which may be related to work, working environment, reporting relationship, implementation of the policies/rules or decision of the organization including matters of leave, increment, interpretation of service rules etc., of individual nature.

This shall cover all regular employees of NSTFDC except executives appointed by the Board and officers/staff reporting directly to Chairman & Managing Director of the corporation.

3.0 Objective

The objective is to provide easily accessible machinery for settlement of any grievance arising in NSTFDC, leading to increased job satisfaction and improving performance and efficiency of the concerned employees of NSTFDC.

4.0 Grievance redressal procedure

LEVEL 1- aggrieved employee should submit their grievance in writing stating his/her name, designation, and grievance to his/her immediate Controlling Officer. Controlling Officer should redress the grievance within 04 working days within receipt of the grievance. In case the grievance is a Policy related matter/interpretation of service rules. The matter may be referred to Personnel deptt. directly and Personnel Deptt. shall redress the grievance within 04 working days of receipt of the grievance.

LEVEL 2- If concerned aggrieved employee is not satisfied with the above response from his/her immediate Controlling Officer, employee may submit the grievance along with reply of Controlling Officer to department head. Department head has to record his/her comments on the representation within seven days of the receipt of the representation.

LEVEL 3- If the grievance still persists, a formal grievance would be lodged and forwarded to the Grievance Redressal Committee consisting of one Personnel Deptt. represepntative, Company Secretary and one other employee, not below E-4 level, to be nominated by CMD. The committee after carefully analysing the grievance and making due consideration, will submit its recommendation within seven working days to CMD for consideration and appropriate action, if any. The decision of the CMD shall be final and binding on concerned parties.

The Grievance Redressal Committee will report to CMD of the corporation. A quarterly written report of grievance handled will be submitted to the CMD of NSTFDC.

5.0 Other guidelines and conditions

5.1 Officers and staff reporting to CMD and board appointed officers may approach CMD through personnel deptt. for resolving their grievance. The decision of the CMD shall be final and binding on concerned parties.

5.2 The employee shall submit his/her grievance immediately in any case within period of one month from the date of occurrence.

5.3 If the grievance arises out of an order by the management, the employee shall initially comply with the order and thereafter the aggrieved employee shall submit his/her grievance as per the procedure laid down.

5.4 Grievances pertaining to or arising out of following will not come under purview of the grievance procedure:

(i) Matters related to disciplinary action as per the Code of Conduct, Discipline and Appeal Rules of NSTFDC.

(ii) Annual performance appraisal/confirmation reports.

(iii) Where the grievance does not relate to individual employee.

(iv) Any grievance arising out of removal or dismissal of an employee.

(v) Any matter relating to terms and conditions of appointment.

(vi) Any other matter as decided with the approval of the CMD.

5.5. CMD may modify, alter, delete or add any clause or sub clause of this procedure

5.6. CMD shall be the final authority in the interpretation of this policy.

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