

Internal Grievance Handling Procedure

Purpose

VGCB believes in building a strong and enduring relationship with its stakeholders based on Vedanta core values. VGCB is an equal opportunity employer and is committed to creating a healthy working environment for employees. The internal grievance handling procedure has been established to receive and facilitate the resolution of the complaints, dispute or grievance of the employees.

Definitions

Complaint: A spoken or written dissatisfaction brought to the attention of the supervisor or to the HR Department.

Grievance: A complaint that has been formally communicated to line manager or the HR Department.

Grievances Coverage Under the Procedure

1. Employee Payroll related grievances
2. Admin related grievances
3. Any other grievance brought into the notice of the management or HR Department.

Procedure for Raising Grievance

1. Employee Payroll related grievance: All payroll related grievances like attendances input to payroll, payout related queries to be communicated through mail to HRBP VGCB with a copy to CHRO-VGCB. Presently to be marked to Saketh.Gorti@vedanta.co.in and Prashant.Vaishnava@vedanta.co.in
2. Admin related grievances to be communicated to be communicated through mail to Head Admin or vgcb.hr@vedanta.co.in.
3. Any other grievance employee has can be directly brought into the notice of management and HR at vgcb.hr@vedanta.co.in

Grievance Handling Responsibility

Post receiving the grievance the HRBP or CHRO will look into the grievance and provide solutions to the basic payroll queries within 24 hours of receiving the grievance. The HRBP or CHRO would convey to the complainant once the grievance is addressed.

Grievances requiring the technical support like matters related to Darwin Box, WMS shall be taken up the HRBP or CHRO and will be addressed accordingly. The HRBP or CHRO will convey to the complainant once the grievance is addressed.

Individual grievances brought up to the management notice or HR will be handled on case-to-case basis and resolution will be communicated in person.

Records

HRBP will collate the grievances received on monthly basis and share a report to the CHRO on the monthly basis with the status in the format annexed.

Sl No	Complainant Name	Grievance Type	Date of Complaint	Grievance Description	Action Taken	Date of Redressal	Date of Convey to Complainant



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