

Shiva

SHIVA PHARMACHEM LIMITED,
12th Floor "SHIVA" Opposite Tricolor Hospital, Sarabhai
Compound, Vadiwadi, Vadodara 390023, INDIA

Grievance Redressal Policy

Grievance Redressal Policy

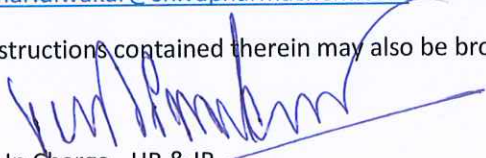
With the approval of the Competent authority, the procedure for resolving the redressal of grievances of employees working in Shiva Pharmachem limited is enclosed herewith for information and record.

The Competent authority has also constituted the Grievance Redressal Committee of the following officers for redressal of the grievance.

- 1) VP (Operations)
- 2) Head/ In Charge (HR & IR)
- 3) Head/ In Charge (Engineering Services)

All the employees of the Shiva Pharmachem Limited can upload their grievances addressing to jaykumar.diwakar@shivapharmachem.com for redressal of their grievances.

The instructions contained therein may also be brought to the notice of all the employees.


Head/ In Charge - HR & IR

Copy to:

1. Head/ In Charge - Production Dept. -
2. Head/ In Charge - QC -
3. Head/ In Charge – Engg. Services -
4. Head/ In Charge -SCM -
5. Head/ In Charge -R&D -
6. Head/ In Charge – QA -
7. VP – Operations -
8. COO -

Date: 1st November 2023


Rev. 01

Signature:

Name:

Designation:


JAYKUMAR DIWAKAR
GENERAL 1 MANAGER

	<p align="center">SHIVA PHARMACHEM LIMITED, 12th Floor "SHIVA" Opposite Tricolor Hospital, Sarabhai Compound, Vadiwadi, Vadodara 390023, INDIA</p>	<p align="center">Grievance Redressal Policy</p>
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GRIEVANCE REDRESSAL PROCEDURE FOR EMPLOYEES IN THE SHIVA PHARMACHEM LIMITED.

1. OBJECTIVE:

The prime objective of the grievance redressal procedure is to promote practices and procedure which would ensure creation and sustenance of healthy employer – employee relationship, expeditious settlement of genuine grievances of employees to increase satisfaction on the job, resulting in improved productivity and efficiency of the organization.

Besides this may result in strengthening the team spirit among all the members to perform in concert which is necessary to achieve the GOALS of the Shiva Pharmachem Limited Company.

2. APPLICABILITY:

The Grievance Redressal Procedure will cover all employees of the Shiva Pharmachem Limited Company-Luna site.

3. SCOPE:

"Grievance" for the purpose would only mean a grievance relating to any employee arising out of the implementation of the policies, rules of the Shiva Pharmachem Limited Company. The grievance will any official /individual nature type of matter.

4. PROCEDURE FOR HANDLING GRIEVANCES:

4.1 Employees at Shiva Pharmachem Limited-Luna

An aggrieved employee may submit his grievance to the designated officer in-charge i.e. Head/ In Charge – HR & IR of grievance cell at Manufacturing site in the prescribed format. The Head/ In Charge -HR & IR should forward the same within two working days of receipt of grievance along with his comments/recommendations and inform the employee in writing accordingly.

4.2 Head/ In Charge – HR & IR, in-charge of grievance cell shall redress the grievance whatever it is possible to do so at his level and inform the employee of the decision directly, within 15 days of the receipt of grievance.

4.3 In case grievance is not resolved or settled amicably at the level of officer in-charge i.e. Head/ In Charge - HR & IR -of Grievance cell or the aggrieved employee is not satisfied with the decision of the officer in-charge of grievance cell or fails to get a response from him within stipulated period, he may request the in-charge of Grievance cell to refer his grievance to the "Grievance Redressal Committee". The Officer in-charge of Grievance cell shall accordingly refer the same together with the comments /recommendations to Grievance Redressal Committee within 15 days of the request of the employee.

Date: 1st November 2023


Rev. 01

Signature:

Name:

Designation:

(Handwritten Signature)
SAYKUMAR DIWAKAR
GENERAL 2 MANAGER

	<p align="center">SHIVA PHARMACHEM LIMITED, 12th Floor "SHIVA" Opposite Tricolor Hospital, Sarabhai Compound, Vadiwadi, Vadodara 390023, INDIA</p>	<p align="center">Grievance Redressal Policy</p>
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4.4 On receipt of the grievance from the officer in-charge of the grievance cell, the Grievance Redressal Committee (GRC) shall inform the employee the decision of the committee in writing within 45 days or after a week of the next meeting of the committee of the receipt of the reference and decision will be final subject to the provision contained below.

4.5 In exceptional cases, with the concurrence of the Grievance Redressal Committee at Luna site, the aggrieved employee whose grievance has been considered and is not satisfied with the decision of the Deciding Authority, will have an option to appeal to the COO/MD of the Company Shiva Pharmachem Limited. The decision of such appeal will be taken within one month of the receipt of the appeal. The decision of the COO/MD shall be final and binding on the aggrieved employee and the Management.

4.6 SPECIAL PROCEDURE:

The same in respect of the following categories of employees will not fall within the purview of Grievances Redressal Committee. In their case, the procedure will be as under:

- a) Employees reporting directly to the COO/MD may approach him for resolving their grievance.
- b) Where the grievance of any employee of the company who is a member of the Grievance Redressal Committee may approach directly to the COO/MD for resolving their grievance.
- c) The employees may take up directly grievance of an individual employee as he case may be to the COO/MD where the grievance has remained unresolved for more than three months or where it is likely to affect adversely the morale of other employees.

5. COMPOSITION OF THE GRIEVANCE REDRESSAL COMMITTEES:

The Grievance Redressal Committee will comprise of the following:

1. One member will be Vice President – Operations.
2. One member from SCM section.
3. One member from Engineering Section.
4. One Member from R&D and Operations section.

Senior most member of the committee i.e. VP – Operations shall be the chairman of the Committee.

6. SCOPE AND FUNCTIONS OF THE GRIEVANCE COMMITTEES:

- a) Meet at least once in three months.

Date: 1st November 2023

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Signature:

Name:

Designation:



JAYKUMAR DIWAKAR

GENERAL 3 MANAGER



SHIVA PHARMACHEM LIMITED,
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**Grievance
Redressal
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- b) Go in to the cases of alleged injustice and other grievance of individual nature as submitted to the committee.
- c) Seek additional information /clarification from the Management or individual concerned if, in its opinion, it is essential to arrive at a decision.
- d) Give oral hearing during its sitting or may also consider written brief submitted to the committee.
- e) Investigate the matter it to be inquired with a view to remove any injustice allegedly suffered by such individual whose cases are referred to the committee.
- f) Take conclusive decision and submit its recommendations to the Deciding Authority for removal of alleged grievance.

7. GENERAL GUIDELINES AND CONDITIONS:

- 7.1 The employee shall bring up his grievance immediately and in any case within a period of three months of its occurrence of grievance / decision.
- 7.2 If the grievance arises out of an order given by the Management, the said order shall be complied with before the employee concerned invokes the procedure laid down herein for redressal of his grievance.
- 7.3 Grievances pertaining to or arising out of the following shall not come under the purview of the grievance procedure:
 - a) Annual Performance appraisal Confidential Reports;
 - b) Promotions decisions;
 - c) Where the grievance does not relate to an individual employee;
 - d) In the case of any grievance arising out of discharge or dismissal of an employee
 - e) Grievance related to Court cases
 - f) Grievance related to transfer
- 7.4 Grievance pertaining to or arising out of disciplinary action or appeal against such action shall be channeled to the competent authority as laid down under the Shiva Pharmachem Limited company's conduct rules and in such cases the grievance redressal procedure will not apply.
- 7.5 All grievance referred to the Grievance Redressal Committee/COO/MD, shall be entered in a register to be maintained for the purpose by the designated officer(s). The number of grievances settled or pending will be reported to the COO/MD every month.
- 7.6 In calculating the time intervals mentioned in the above procedure, holidays shall not be reckoned.
- 7.7 The employee may refer only cases of financial claims pending over one month from the date of their submission under this procedure for expediting payment.

Date: 1st November 2023

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Name:

JAYKUMAR DIWAKAR

Designation:

GENERAL MANAGER

Shiva

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GRIEVANCE FORMAT

Name: _____

Employee No: _____

Designation: _____

Department: _____

Nature of grievance:

Comments/recommendations of Head/ In Charge – HR & IR:

Date: 1st November 2023

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Signature: 

Name: VANKUMAR DIWAKAR

Designation: GENERAL 5 MANAGER

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Grievance Redressal Committee will be as follows:

1. V. P. – Operations - Chairman -
2. Head/ In Charge – Supply Chain Management -
3. Head/ In Charge - Engineering Services -
4. Head/ In Charge - R&D -

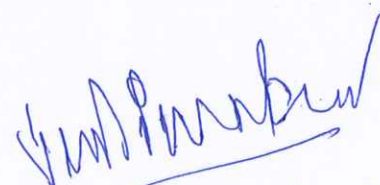
Date: 1st November 2023

Rev. 01

Signature:

Name:

Designation:


V. P. DIWAKAR
GENERAL⁶ MANAGER