



GRIEVANCE REDRESSAL POLICY FOR INTERNAL STAKEHOLDERS OF IRCTC

(Approved by Board of Directors in its 135th Board Meeting held on 18th March 2024)

GRIEVANCE REDRESSAL POLICY FOR INTERNAL STAKEHOLDERS FOR IRCTC

1. Introduction

At IRCTC, we are committed to fostering a harmonious and productive work environment for all our internal stakeholders, including employees, contractors, and partners. We understand that concerns, complaints, and grievances may arise from time to time. This Grievance Redressal Policy is designed to provide a fair and transparent mechanism for addressing and resolving such issues promptly and effectively within the framework of IRCTC's operations.

2. Scope

This policy applies to all employees, including full-time, part-time, temporary, and contract employees at the Company. It also extends to authorized representatives submitting grievances on behalf of an aggrieved employee.

3. Objectives

3.1 The primary objective of this policy is to establish a structured process for internal stakeholders to report, escalate, and seek resolution for grievances related to their employment, work conditions, or interactions within IRCTC.

3.2 This policy aims to ensure that grievances are addressed promptly, fairly, and confidentially, while upholding the principles of transparency, impartiality, and accountability, in alignment with IRCTC's values and mission.

4. Definitions

Grievance & types of Grievances-A grievance refers to any form of actual or perceived discontent or dissatisfaction experienced by an employee in the workplace, stemming from various factors such as labor laws, rules and regulations, management policies, working conditions, compensation, or unfair treatment. It is the responsibility of the employee to report such concerns to the organization. Grievances covered by this policy encompass, but are not restricted to:

- **Grievances arising from the organization's policies** - for instance, issues related to leave policies, wages, absence of career development opportunities, inadequate feedback mechanisms, overtime and incentives, promotions, encroachment upon collective bargaining rights, freedom of association, skillset and job mismatches, and violations of laws and regulations.
- **Grievances stemming from working conditions** - including concerns about workplace safety, subpar hygiene, unhealthy working environments, and the absence of appropriate tools and equipment.

- **Grievances linked to interpersonal factors** - such as strained or conflicting relationships with team members or superiors, inappropriate or autocratic leadership styles, insufficient engagement from senior leadership, and incidents of discrimination.
- **Grievances related to the integrity of the organization** - such as corruption, bribery, data-related fraud, breaches of confidential information, and other actions that could seriously damage the organization's reputation.

5. Policy Statement

- a) At IRCTC, we are committed to maintaining a harmonious and inclusive work environment for all our internal stakeholders. We believe that every individual has the right to a respectful and safe workplace. Our Internal Grievance Redressal Policy outlines our commitment to addressing and resolving grievances promptly, fairly, and confidentially.
- b) We recognize the importance of protecting the privacy and confidentiality of individuals who raise grievances. All information related to grievances, investigations, and resolutions will be handled with the utmost discretion, adhering to our data privacy and confidentiality policies.
- c) Our grievance redressal process is designed to be fair and impartial. We are committed to evaluating grievances objectively, without discrimination or bias based on factors such as gender, race, religion, age, disability, or position within IRCTC.
- d) We understand the importance of resolving grievances in a timely manner. Our goal is to address and resolve grievances promptly while ensuring clear communication and updates to the concerned parties.
- e) We strictly prohibit any form of retaliation or adverse action against individuals who raise grievances in good faith. Retaliation is a violation of our code of conduct and will result in appropriate disciplinary action.
- f) Our grievance process is structured into three tiers: department, operational sites, and Grievance Redressal Committee. Escalation should only occur when deemed necessary.
- g) All records related to grievances and their resolutions will be maintained securely and confidentially in compliance with our data management and retention policies.
- h) We are committed to periodically reviewing and updating our Internal Grievance Redressal Policy as needed to ensure its effectiveness and alignment with our operational requirements, objectives, and regulatory compliance.
- i) Our senior leadership team is responsible for overseeing the grievance redressal process and ensuring its proper implementation. We value accountability and transparency throughout the process.
- j) We encourage all internal stakeholders to report grievances promptly and through the designated channels outlined in our policy. Reporting mechanisms will be clearly communicated and accessible to all.

6. Communication

The Company ensures that the policy is communicated to all employees and awareness regarding the same is circulated in the form of trainings, mails and other internal communication, and the company portal in a clear and meaningful manner.

7. Amendment

CMD will be the Competent Authority to interpret the policy or any provision thereof, this Policy can be changed, modified, or abrogated at any time by the Board of Directors of the Company.

8. Monitoring and Evaluation

At IRCTC, we are dedicated to promoting a workplace culture that values open communication, fairness, and respect. This Grievance Redressal Policy reflects our commitment to addressing and resolving internal grievances in a transparent and responsible manner, in accordance with IRCTC's mission and principles. We shall ensure continuous monitoring of the grievance redressal process for improvements so that employee grievance could be addressed with utmost efficiency.
