



GSPL Transmission Limited

**Policy on
Grievance Redressal**

(Effective from 1st September, 2026)

**Objective**

- The objective of the Grievance Redressal System is to provide an easily accessible machinery to the employees of the Company for redressal of their grievances.

Coverage

- All employees of the Company including regular employees, deputed employees from companies within and outside the Company , trainees and apprentices and employees engaged on a contractual basis.

Details

1. A grievance for the purpose of this Grievance Management System would only mean a complaint relating to any individual employee arising out of the interpretation/implementation of the Company policies, rules, regulations, management decisions, etc. It can include matters relating to wages/salary, leave, promotion increment, transfer, seniority, work assignment, working conditions, interpretation of service rules etc. affecting the said individual employee but shall not relate to :
 - i. Disciplinary action taken under the Code of Conduct policy of the Company
 - ii. General issues requiring policy decision in respect of pay scales, cash allowances, perquisites and benefits, etc.
 - iii. Performance Appraisal Report.
 - iv. An issue of grievance of general applicability or of considerable magnitude or raised collectively by the employees
 - v. Past employees of the Company
 - vi. Training either in India or abroad
2. Cases where the prescribed procedure has been invoked once will not be reopened.



3. Grievance Committee will be constituted by the Vice Chairperson of the Company for redressal of grievances as and when these arise.
4. The Grievance Committee of the Company shall comprise Head of the concerned department, Head of the HR department and 2 other persons nominated by the Vice Chairperson. This committee will be formed after any grievance is escalated to Stage 3 and will be in force only till the procedure is in operation.
5. The aggrieved employee shall prepare his/ her complaint in writing. One copy of the complaint shall be submitted to the reporting officer and another copy to the respective HR Department.
6. The respective HR department shall maintain a grievance record file and shall take care of forwarding the complaint, stage-wise according to the prescribed time limit.
7. Consequent upon resolution of grievance, a note to this effect stating details shall be obtained by the respective HR department and maintained in the grievance record file.
8. Periodically, the HR department of the Company shall analyze the complaints and its redressal and place the data/information before the Vice Chairperson.
9. The grievance redressal procedure is as follows:
 - a. **Stage 1**
 - i. An employee who is aggrieved shall take up his grievance with his Reporting Manager after submitting the grievance in writing to the concerned HR Officer.
 - ii. If the grievance is not resolved in 7 days time or the decision of the reporting officer is not acceptable to the employee, he/she shall have to approach the Head of Department.



- iii. The concerned HR Officer will then verify the facts and record his comments within 3 working days and submit the same to the Head of Department.

b. Stage 2

- i. If the Head of Department is unable to resolve the grievance in 14 days or if his/ her decision is not acceptable to the employee, he/ she will have a right to approach the Grievance Committee. The employee will submit the grievance in writing to the Grievance Committee clearly stating the reasons for which he is not satisfied with the decision, taken at Stage 2.
- ii. The Head of Department will also enclose the grievance document submitted to him duly verified by the HR Officer and record his comments on the reasons mentioned by the aggrieved employee.

c. Stage 3

- i. An aggrieved employee may present his case to the Grievance Committee in person and/or with the assistance of any other employee in the service of the Company for this purpose. However, if the Committee is of the opinion, on the basis of the documents so submitted by the employee that there is no need for hearing, the committee may arrive at the decision without hearing. In case the committee is of opinion that a hearing is required, an aggrieved employee will get prior information at least 7 working days in advance regarding hearing of his grievance by the Grievance Committee.
- ii. The Grievance committee shall deal with the grievance and give the decision within 30 days of conduct of the hearing. The report of the Grievance Committee will be submitted to the Vice Chairperson.



10. At any point of time during the aforesaid process, the HR department can be asked to help/assist in redressing the grievance.
