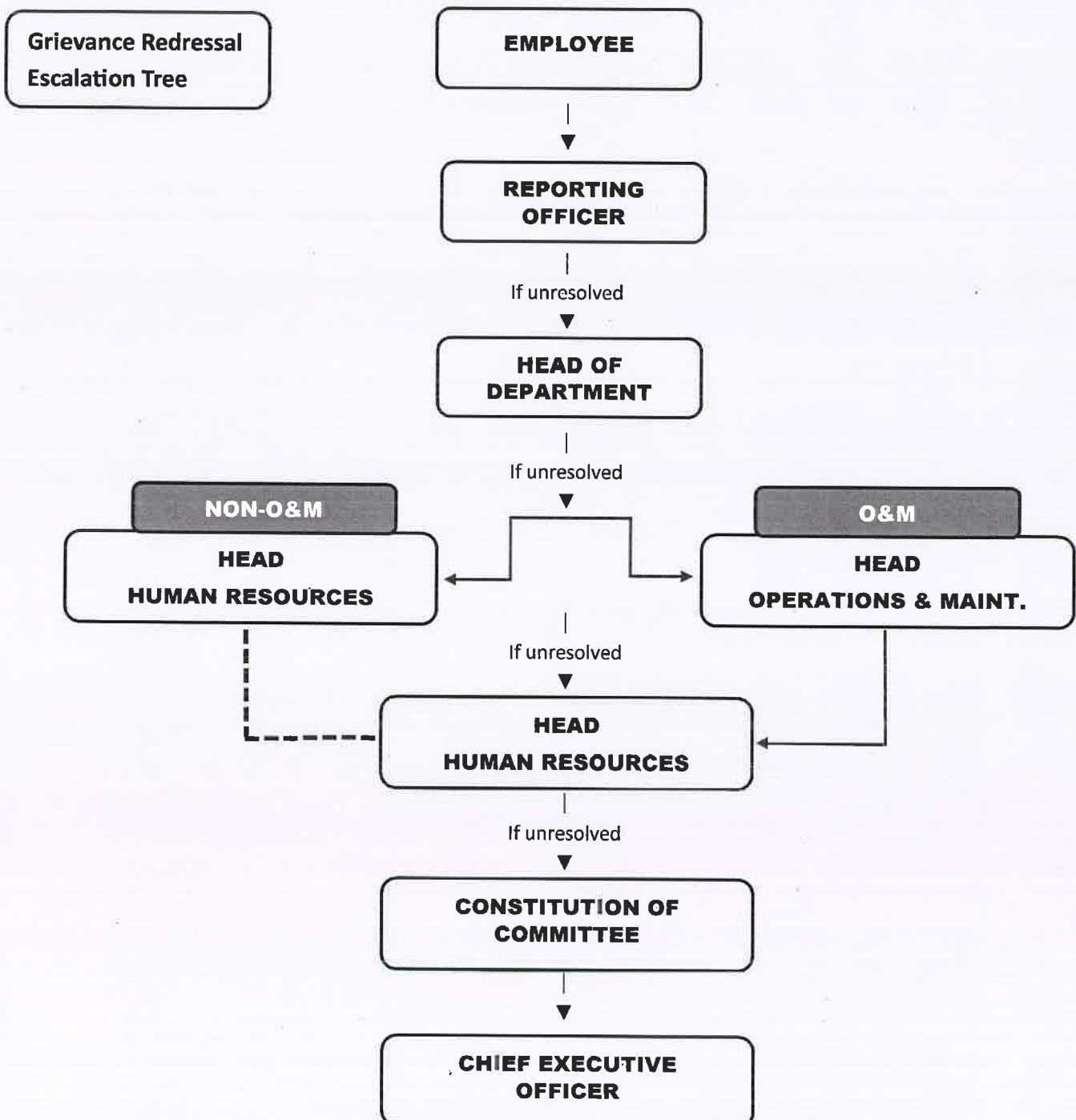


**JHABUA POWER LIMITED**  
(A Joint Venture of NTPC Limited)

**EMPLOYEE GRIEVANCE REDRESSAL MECHANISM**

**Purpose**

To provide a simple, transparent and structured mechanism for Jhabua Power (JPL) employees to raise and resolve workplace-related grievances. The mechanism ensures that every JPL employee has a defined channel for raising concerns and that grievances are addressed at the appropriate level in a fair and timely manner.



*on*

### Level-wise Guidelines

#### 1. Reporting Manager – Level 1

- First point of contact for the employee.
- Listen to and understand the grievance.
- Resolve the issue at the earliest possible level.

#### 2. Head of Department – Level 2

- Review unresolved grievances.
- Examine facts and provide appropriate resolution.
- Escalate further, if required.

#### 3. Head – Operation & Maintenance – Level 3

- Review matters requiring higher-level intervention.
- Coordinate with concerned departments.
- Facilitate appropriate resolution.

#### 4. Human Resources Department – Level 4

- Examine grievances as per Company policies and procedures.
- Maintain confidentiality and proper records.
- Facilitate resolution and escalate, where required.

#### 5. Constitution of Grievance Review Committee – Level 5

- Where required, the CEO/competent authority may constitute a Grievance Review Committee comprising three or more members.
- The Committee shall examine the grievance, relevant facts, records and submissions of the concerned parties.
- The Committee shall conduct an impartial review and may seek additional information or clarification, wherever required.
- The Committee shall prepare a written report containing its findings and recommendations.
- The Committee shall submit its report to the CEO for consideration and final decision/direction.

#### 6. CEO – Final Escalation – Level 6

- The CEO shall consider the committee's report, findings and recommendations, along with other relevant facts.
- The CEO shall take the final decision/direction on the grievance.
- The decision shall be appropriately recorded and communicated to the concerned employee through the designated channel.

### General Guidelines

- Employees should raise grievances at the earliest appropriate level.
- Provide clear facts and supporting documents, wherever applicable.
- Follow the prescribed escalation hierarchy.
- Grievances shall be handled with fairness, impartiality and confidentiality.
- Genuine grievances raised in good faith shall be dealt with appropriately.
- HR shall maintain necessary grievance records and closure details.





**Jhabua  
power**

- Statutory or specific grievances shall be handled as per the applicable law/policy.
- Where required, a Grievance Review Committee comprising three or more members shall be constituted for examination of the grievance.
- The Committee shall examine the facts, relevant records and submissions of the concerned parties and submit its findings and recommendations to the CEO.
- The CEO shall take the final decision/direction based on the Committee's report, recommendations and other relevant facts.

### **Process Flow**

Employee →

Reporting Manager →

Head of Department →

[Non-O&M: Human Resources Department / O&M: Head – Operation & Maintenance →

Human Resources Department →

Grievance Review Committee → .

CEO – Final Decision / Direction →

Communication & Closure

*Du*  
*Dharmendra*