



Grievance Policy & Procedure

Abilities India Pistons & Rings Ltd

GT Road Giani Border Post-Chikamberpur, Ghaziabad UP-201006

POLICY INFORMATION

Document No.	Issue No. & Date	Implementation Date	Communicated To
POLICY/ AIP/035	01 (01.07.2025)	01.07.2025	All Stakeholders, All employees, Regulatory Authorities and Contractors etc.

REVISION HISTORY INFORMATION

4.			
3.			
2.			
1.	01.07.2025		New Release
Issue No.	Issue Date	Amendment History	

Proposed By	Approved By
CONTROLLED COPY, DATE- 01.07.2025	
HRD	Managing Director

1. Purpose

The purpose of this policy is to establish a structured, transparent, and confidential mechanism for employees and relevant stakeholders to raise and resolve workplace grievances in a fair and timely manner through the Inache Grievance Management Software.

This policy aims to ensure that all grievances are addressed effectively while promoting a safe, respectful, and inclusive work environment.

2. Scope

This policy applies to all employees of Abilities India Pistons and Rings Ltd., including permanent employees, contractual staff, trainees, and temporary workers.

It also extends to all relevant stakeholders, including employees, value chain partners, and members of the community who may have concerns related to workplace practices or organizational conduct.

3. Definition of Grievance

A grievance refers to any concern, complaint, or dissatisfaction related to:

- Workplace environment
- Behaviour of supervisors, managers, or colleagues
- HR policies or practices
- Compensation, salary, or employee benefits
- Safety and working conditions
- Discrimination, harassment, or unfair treatment

Exclusions

Suggestions, improvement ideas, or complaints related to housekeeping, infrastructure, maintenance, or general operational matters shall not be treated as grievances under this policy. Such matters will be addressed through the appropriate operational channels.

4. Guiding Principles

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The grievance redressal process shall be governed by the following principles:

- Fairness and impartiality
- Confidentiality
- Timely resolution
- Non-retaliation against complainants
- Transparency throughout the process

5. Grievance Management System

All grievances must be raised, tracked, and resolved through the Inache Grievance Management Software to ensure:

- Proper documentation
- Real-time case tracking
- Defined escalation matrix
- Transparency in handling
- Audit-friendly record maintenance

6. Grievance Procedure

Step 1: Raising the Grievance

The aggrieved party may raise a grievance by calling the dedicated toll-free Inache number: 08062249833 and recording the complaint, query, or suggestion in their local language.

The service is available 24x7 and can be accessed from anywhere in the country.

Step 2: Acknowledgement of Complaint

Once the call is completed, the aggrieved party will receive an SMS containing an auto-generated unique case number as acknowledgement of case registration.

The case will appear on the Case Reporter (CR) dashboard under the “Unassigned” tab, and the CR will also receive an email notification.

Step 3: Case Assignment by Case Reporter (CR)

The Case Reporter (CR) will assign the case to themselves for further processing.

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Step 4: Case Review by CR

The CR will listen to the voice recording and prepare the case report.

If the recording is unclear or additional information is required, the CR may send a pre-approved SMS requesting clarification from the aggrieved party.

Step 5: Transfer to Case Manager (CM)

After preparing the report, the CR must transfer the case to the Case Manager (CM) within 24 hours.

The CM will attempt to resolve the grievance by speaking to the concerned parties and conducting the necessary inquiry.

If the CM is able to resolve the matter independently, the solution will be documented, communicated to the complainant, and forwarded to the Case Troubleshooter (CT).

If the CM is unable to conclude the matter independently, a case-specific Grievance Committee/Forum will be formed.

The forum shall consist of:

- Case Manager (CM)
- Regional Admin (RA)
- Relevant Head of Department (HOD)

The committee will collectively review the matter, conduct necessary proceedings, provide a resolution, document the findings, and forward the case to the CT.

For high-severity cases such as POSH matters, the CR shall immediately transfer the case to the Internal Complaints Committee (ICC).

Such cases will be reviewed by the Grievance Committee members comprising:

- Case Manager (CM)
- Case Troubleshooter (CT)
- Regional Admin (RA)
- One case-specific employee representative

Step 6: Review by Case Troubleshooter (CT)

The CT will review the complete case report, investigation process, and proposed resolution.

The CT will resolve the case as per the stipulated timelines depending on the severity of the case category, such as:

- 3 days
- 7 days

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- 30 days
- 90 days (where applicable)

Step 7: Resolution Communication

Once resolved, the CT will complete the case resolution report and inform the aggrieved party by sending a Resolution SMS within 24 hours.

The aggrieved party will be given seven (7) days to provide feedback regarding satisfaction with the resolution.

Step 8: Closure or Re-investigation

If the aggrieved party confirms satisfaction with the resolution, the CT will manually close the case.

If the aggrieved party expresses dissatisfaction:

- Within 3 days of receiving the resolution message, the CT will re-investigate the case along with other Grievance Committee members.
- After 3 days of receiving the resolution message, the case will be reassigned to the Case Reporter (CR) for further review and action.

Step 9: Auto Follow-Up and Closure

If no response is received from the aggrieved party:

- The system will send automatic follow-up messages for three consecutive days.
- If there is still no response, the system will wait silently for the next four days.
- If no response is received within seven days, the case will be automatically closed.

Additional Note on Non-Responsive Cases

Whenever the CR or CT requests additional information from the worker and no response is received within 24 hours:

- The system will send automatic follow-up messages for three consecutive days.
- If there is still no response, the case will be automatically closed as “Unresponsive.”

This automation does not apply to the Regional Admin (RA) dashboard due to the seriousness of such cases.

The RA must manually follow up and close the case based on their discretion, irrespective of whether a response is received.

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Timelines

Case Reporter (CR) – T0

The CR shall review the case and transfer it to the Case Manager (CM) within 24 hours.

Case Manager (CM) – T1

The CM shall review the case and forward it to the Case Troubleshooter (CT) within 24 hours.

Case Troubleshooter (CT) – T2

The CT shall review the case within 24 hours and send an acknowledgement SMS to the aggrieved party.

Case Troubleshooter (CT) – T3

The CT shall resolve the case within the stipulated timelines of:

- 3 days
- 7 days
- 30 days

depending on the severity and nature of the grievance.

Regional Admin (RA)

- T2 – 24 hours
- T3 – 3 days / 7 days / 30 days / 90 days depending on case severity

Grievance Committee

Role	Name	Designation
Case Reporter (CR)	Harshit Garg	Process Engineer
Case Manager (CM)	Akakshita Chaudhary	Sr. Executive
Case Troubleshooter (CT)	Minakshi Singh	Assistant Manager
Regional Admin (RA)	Arvind Chaudhary	DGM

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Role	Name	Designation
Regional Admin (RA)	Tushar Arora	Jt. MD & CEO

7. Roles & Responsibilities

Employee

Employees are expected to raise genuine grievances in good faith and cooperate during the investigation process.

HR

HR shall ensure fair, unbiased, and timely investigation of grievances.

Managers

Managers shall support the grievance resolution process and ensure a respectful work environment.

Grievance Committee

The committee shall handle complex, sensitive, and escalated cases and ensure appropriate resolution.

8. Confidentiality

All grievances shall be handled with strict confidentiality.

Information related to complaints, investigations, and outcomes shall only be shared with authorized personnel on a need-to-know basis.

9. Non-Retaliation

No employee shall face retaliation, discrimination, victimization, or adverse consequences for raising a grievance in good faith.

Any act of retaliation will be treated as misconduct and may result in disciplinary action.

10. Training & Awareness

The organization shall ensure regular awareness and training programs through:

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- Employee training sessions
- Grievance Committee (GC) training
- Display of grievance policy and reporting channels at prominent workplace locations

11. Record Keeping

All grievance-related records shall be maintained in the Inache software for audit, compliance, and legal purposes for a period of 3 to 5 years, as applicable.

12. Review & Amendment

This policy shall be reviewed once every two years or earlier if required due to legal, operational, or organizational changes.

Any amendments shall be approved by the management and communicated appropriately

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