

Employee Grievance Redressal Mechanism

1. Objective

To provide employees with a **fair, transparent, and confidential process** to raise workplace concerns and ensure timely resolution.

2. Scope

This mechanism applies to all employees and covers grievances related to:

- Workplace conditions
- HR policies and practices
- Harassment, discrimination, or unfair treatment
- Health, safety, or ethical concerns

3. Grievance Reporting Channels

Employees may raise concerns through any of the following channels:

- **Immediate Supervisor / Reporting Manager**
- **HR Department**
- **Through specific Email ID hrd@mepco.co.in / sundar@mepco.co.in**

4. Timelines

- **Grievance acknowledgement** will be provided within 2 to 3 working days

5. Escalation Matrix

If the employee is not satisfied with the resolution:

- Escalation to **Senior Management**
- Final escalation to **CEO** (if required)

6. Confidentiality & Non-Retaliation

- All grievances are handled with **strict confidentiality**
- **No retaliation** against employees raising genuine concerns is permitted

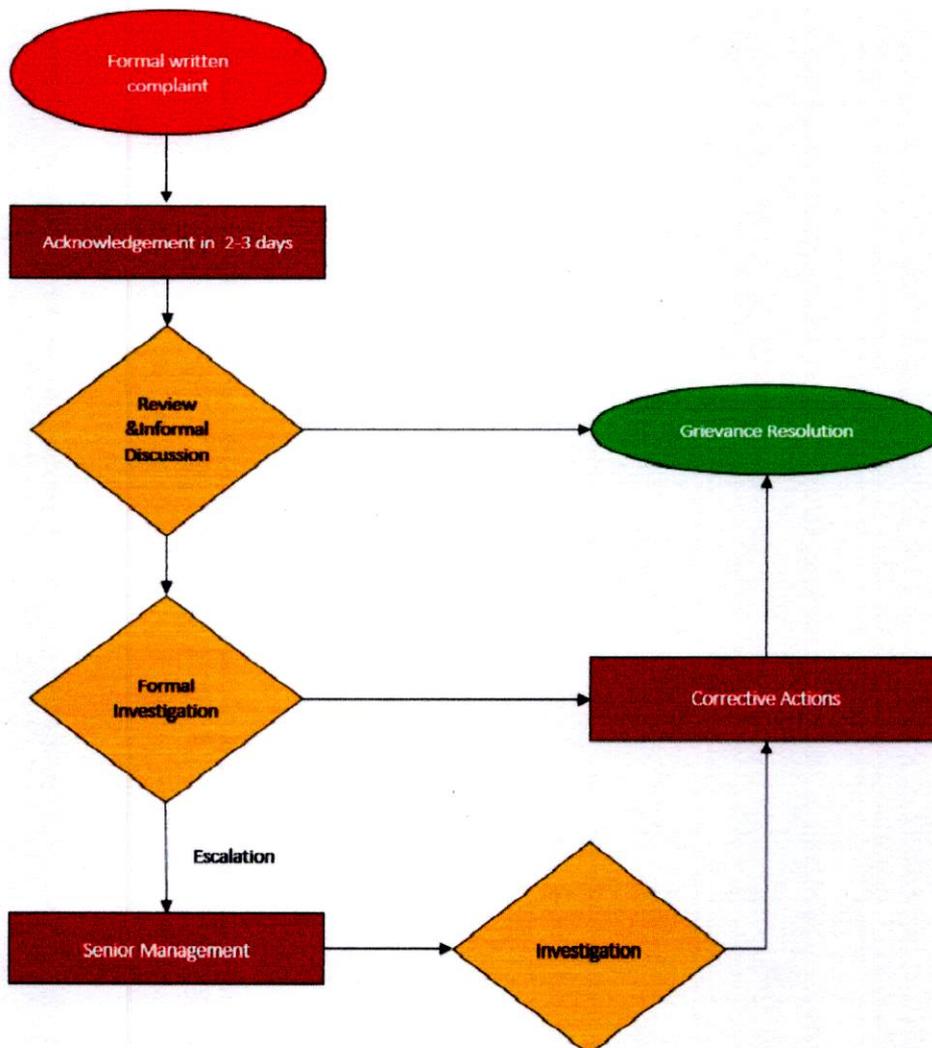
7. Documentation & Reporting

- All grievances are documented and tracked by HRD
- Periodic review by management to identify any issues

8. Awareness & Training

- Mechanism communicated to all employees during induction
- Periodic awareness sessions conducted

9. Framework



Approving Authority:

Chief Executive Officer

02.04.2025