

PUBLIC GRIEVANCES REDRESSAL PROCEDURE

BNPM, MYSURU

1. Objective:

To provide appropriate mechanism whereby an individual / group who believe(s) that he has been wronged by any act of the Company is able to redress his/her grievance.

2. Applicability:

The Scheme for Redressal of Public Grievances will be applicable to both the Plant & Corporate Office of BNPM.

3. Coverage:

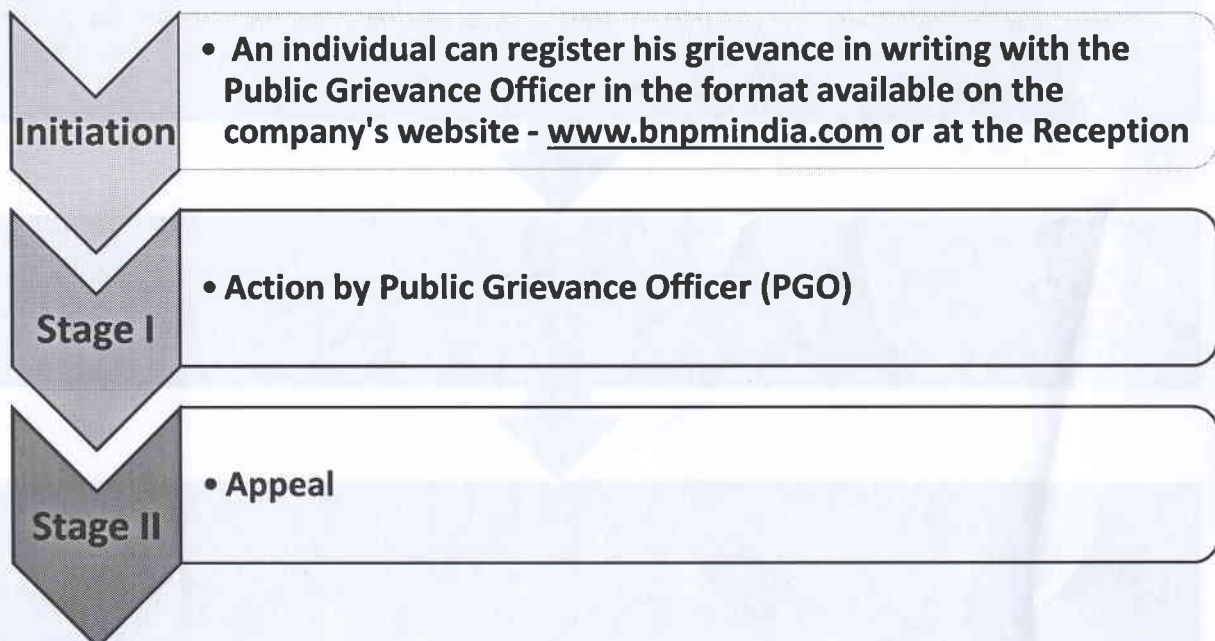
The Scheme will cover all individuals except

- Employees
- Shareholders
- Vendors & Customers already having a contractual relationship with BNPM and having a formal Grievance Redressal System, if any.

4. Definition of Grievance:

A "Grievance" for the purpose of this Scheme would mean, a cause of distress felt on account of being wronged, to afford a reason for complaint, relating to any Individual / Group (other than those not covered under the Scheme) arising out of any decision taken by BNPM in relation to that Individual/Group.

5. Grievance Redressal Process:



STAGE I – ACTION BY PGO

PGO to segregate all the grievances on the basis of issues pertaining to various departments

If the Public Grievance Officer considers it necessary to seek information about any Grievance related to a particular Department, he may send the same to the concerned Department for obtaining comments to enable him send a reply.

The concerned department/division should not reply directly to the individual, but should send their comments/views to the PGO. The PGO should satisfy himself/herself that the grievance is properly addressed before sending the reply to the individual.

The PGO will submit a monthly status report of all the grievances received and settled. A list of grievances related to the functions/departments remaining unsettled within the stipulated period will also need to be submitted & forwarded to the Public Grievance Committee for settlement.

Analysis of the nature of grievances and its causes with the aim of identifying systemic deficiencies in policies, rules & regulations, procedures, etc. if any, should be made by the PGO. For this purpose, expertise of Sr. Executives from functions to which the grievance relates/pertains can be drawn. This should be an ongoing process.

The PGO and other co-opted members will function under the Direct Administrative Control of DGM (HR & Admn.)

Settlement of grievance should be done within a maximum period of 45 days from the date of its receipt.



STAGE II - APPEAL

If the aggrieved individual is not satisfied with the reply accorded to his grievance by the PGO/concerned department, he may appeal to the Public Grievance Committee along with all related documents.

The Public Grievance Committee shall consist of DGM (HR & Admn.) [convenor], GM/CGM (Finance & Accounts), and Departmental/Divisional Head to which the grievance is related.

The grievance received for re-consideration by the Public Grievance Committee shall be forwarded to the Convenor of the committee.

The Committee shall decide on all the grievances and inform the aggrieved person about the decision of the committee within 45 days of thereceipt of the Appeal. The decision given by the Public Grievance Committee will be final.

6. Following 'types of grievance' are excluded under this Scheme:

- a) Anonymous complaints or frivolous cases and others in respect of which inadequate supporting details are provided.
- b) Cases involving decisions/policy matters in which the aggrieved has not been affected directly/indirectly.
- c) Cases where quasi-judicial procedures are prescribed for deciding matters or cases that are subjudice.
- d) Service matters of employees which should be taken up by an employee (not anyone else) through Grievance Redressal system already in place.
- e) A grievance which has already been disposed off by the Public Grievance Committee.
- f) Complaints of corruption which should be lodged with the Vigilance Officer and dealt separately.



GRIEVANCE REGISTRATION

From:

Name: _____

Address: _____

Contact No.:

(Off): _____

(Res): _____

Mobile: _____

To:

Public Grievance Officer (PGO)

Bank Note Paper Mill India Pvt. Ltd.

Note Mudran Nagar, Mysuru

I register my grievance as detailed below:

Undertaking: I hereby certify that statements made in my Grievance & the data enclosed are true and complete to the best of my knowledge and belief. If at any time any part of the Grievance or the data is found to be false, I will be liable for any legal action that the Company may deem it fit.

Date:

(Signature)

Name: _____

Encl.: If any (for supporting Grievance)



APPEAL

From:

Name: _____

Address: _____

Contact No.:

(Off): _____

(Res): _____

Mobile: _____

To:

Public Grievance Committee (PGC)

Bank Note Paper Mill India Pvt. Ltd.

Note Mudran Nagar, Mysuru

Previous Grievance Date: _____ (to enclose copy)

Reply of Public Grievance Officer date: _____ (to enclose copy)

I appeal against the reply of PGO to my grievance dtd. _____ on the subject _____

Date:

(Signature)

Name: _____

Encl.: If any (for supporting Grievance)

Note: Clear reasons as to why the reply is not satisfactory need to be stated while submitting the Appeal

