Hissar Textile Mills, Hissar
Grievance Machinery

I. Preliminary

Union Shift Representatives, Unities, Shift Officers, Departmental Heads, Grievance Committee and the General Manager have been the constituents of the Grievance Machinery for administering the grievance procedure.

2. Union Shift Representatives are nominated by the Union in the following way:

- From Blow Room to Ring Department - One representative in each shift.
- From Winding to Baling - One representative in each shift.
- General - One representative.

Total - Seven representatives.

These shifts representatives are allowed a special pass to meet the head of the department in off duty hours to present a grievance of a worker. The time fixed is only two hours daily.

3. Complaints affecting one or more individual workers in respect of their wage payments, overtime, leave, transfer, promotion, seniority, work assignment, working condition and interpretation of service agreements would constitute grievances.

Complaints of general nature or considerable magnitude will not be considered through this machinery, but will be taken up directly by the Union with the Management.

II. Grievance Machinery

1. An aggrieved employee shall first present his grievance to his immediate Unity alone.
2. If the worker is not satisfied with the decision of the Mistry, he will personally present his grievance to the Shift Officer alone, in the first instance, and again with the help of the shift representative, if he so desires. The Shift Officer will reply to the grievance within 24 hours of the representation of the complaint to him.

3. If the worker is not satisfied with the decision of Shift Officer, or the decision is not given within the stipulated time limit, the aggrieved worker shall, either in person or through the departmental union representative, present his grievance to the Departmental Head. The Departmental Head shall reply to the grievance within 48 hours of the presentation of the complaint to him.

4. If the worker is not satisfied with the decision of Departmental Head or the Departmental Head fails to give his decision within the stipulated time-limit, the worker can request the Departmental Head to forward his complaint to the General Manager, who shall decide the case within 6 days of the worker's request.

5. If the worker is not satisfied with the decision of the General Manager, the Union may take recourse to the Machinery provided under the I.D.A., or other relevant legislation or to the arbitration.

III. General

1. The aggrieved workman and the departmental union representative, if he accompanies the workman, shall leave their work during working hours for purposes of this procedure only with the permission of the immediate superior, and this permission shall not be ordinarily refused.

If the permission is given for absence from work in this regard, the workman and/or the Union Departmental Representative, as the case may be, shall not be marked absent.

2. The aggrieved workman shall have the right to present any complaint to the next higher authority in the first instance, if it relates to any act of omission or commission by any superior.
3. A workman will have to carry out the order served upon him, notwithstanding the fact that he wishes to avail of the Grievance Machinery, or has not exhausted all steps. Care will be taken that an order will be given in a way that it becomes effective only after the time stipulated in all steps of the Grievance Procedure has been exhausted.

4. If the workman wants to take his case to the next higher step, he must prefer his appeal within 48 hours of the receipt of the order, against which he wishes to appeal.

The Industrial Relations Committee meeting is held every fortnight at the departmental level at which, the representative of the workers present the worker’s grievances and suggestions for improvements. Once in three months, the manager meets the representative of all the worker’s unions. The procedure of these meetings is the same as that of the Industrial Relations meeting at the departmental level.

Complaints involving management policy matters affecting the company as a whole in respect of wage payment, leave, promotions, transfer, work assignments and working conditions, supervision, discharge or dismissal which constitute a grievance but it has been laid down that where the points of dispute are of general applicability or of considerable magnitude are outside the scope of this procedure.

If the aggrieved person is not satisfied with the decision of the company and does not accept it, then the grievance assumes the form of dispute and the employee seeks the help of the union or the Government machinery for assisting him further and final-decision of the company is communicated to the worker concerned.