

PESHAWAR ELECTRICITY SUPPLY COMPANY LIMITED  
EMPLOYEES GRIEVANCE REDRESSAL POLICY, 2021

1. OVERVIEW:

- 1.1 In accordance with the Public Sector (Corporate Governance) Rules 2013 this Employees Grievance Handling Policy provides a mechanism for employees (the term is an inclusive term and consists of officers working in PESCO) of the Peshawar Electricity Supply Company Limited to raise genuine concerns regarding the affairs and operations of the company.
- 1.2 As employees of the company, it is necessary that there is an overall mechanism where the employees of the company are provided with an opportunity to put forth grievances and the right to be dealt with in accordance with the mechanism in place under this policy.
- 1.3 This policy aims to create a mechanism where employees could effectively raise genuine grievances relating to their employment, in line with the company policy and objectives.
- 1.4 Peshawar Electric Supply Company encourages open and honest communication among employees and managers to resolve issues or disputes that may arise in connection with problems at work. Employees and management have a mutual responsibility to ensure that proper attempts are made to try to resolve any grievances through informal means and, where appropriate, through mediation, before escalating matters to formal stages of the grievance procedure. It is widely recognized that early informal resolution is the most constructive approach and is more likely to lead to an early satisfactory outcome for all parties.
- 1.5 This policy is formulated keeping in view the requirements of the Public Sector (Corporate Governance) Rules 2013.

2. OBJECTIVES OF THE POLICY:

- 2.1 The aim of the policy is to foster confidence in the internal mechanisms handling the grievances of the employees of the company.
- 2.2 The policy aims to provide a credible response forum created hereunder to deal with the grievances of the employees in an appropriate manner and provide means for discrete and confidential communication in case of any grievances by the employee, that can be done so without any fear of reprisal.

3. PURPOSE:

- 3.1 To settle genuine workplace grievances quickly, as near as possible to the source of the grievance and, where possible, at the informal stage. The purpose of this policy is to

provide a means for individual employees or groups of employees to raise concerns on such areas as their terms and conditions of employment, health and safety, new working practices, equal opportunities, and relationships at work and have them dealt with fairly and objectively.

- 3.2 To provide all employees with a number of avenues to have their grievances heard and resolved.
- 3.3 The company strives to create an atmosphere conducive not only to enhance productivity for meeting its operational and administrative targets/objectives but also to strengthen mutual goodwill and understanding.
- 3.4 This policy discourages the raising of trivial grievances and promotes the redressal of genuine grievances.
- 3.5 To eliminate fear of reprisal upon raising grievances against the Company or management.
4. SCOPE:
  - 4.1 This policy and its grievance handling mechanism is applicable to all employees of the Company irrespective of position or status.
  - 4.2 From time to time several employees may be affected by the same or similar circumstances which they consider are more effectively dealt with by a collective grievance. In such cases, the same procedure will be followed as in the case of an individual grievance, with necessary adjustments, and the group of employees will be treated as if they had raised the matter as a single individual. A single notification of grievance will be made and all members of the group may attend the meeting and any appeal.
  - 4.3 This policy does not form part of any employee's contract of employment and we may amend it at any time
5. DEFINITIONS:
  - 5.1 **'Company'** shall mean Peshawar Electricity Supply Company Limited.
  - 5.2 **'Grievance'** includes a complaint by an employee concerning any act, omission, situation or decision by the Company or its employees that an employee thinks is unfair, discriminatory or unjustified.
  - 5.3 **'Personal Grievance'** includes grievances including but not limited to workplace harassment, unjust treatment, discrimination, racism, bullying, victimization, undue appraisal etc.
  - 5.4 **'Work Environment Grievance'** shall mean grievances such as bad workplace conditions, unhealthy work environment, hazardous conditions, harsh work conditions, health and safety concerns, unfriendly work environment.

6. OPERATION OF THE POLICY:

- 6.1 This policy shall come into force with immediate effect on the date of its approval by the Board of Directors of the company. The Chief Executive Officer (“CEO”) of the company may from time-to-time issue guidelines for the implementation of this policy. This Policy shall be published on the official website of the company and shall be made accessible to all employees of the company.

7. PROCEDURE:

7.1 Informal Grievance Resolution:

- 7.1.1 Where an employee or a group of employees harbour a grievance, whether personal or work related, he may communicate the same to his immediate supervisor, in writing or otherwise, and the same shall try to resolve the grievance informally as soon as possible but not later than fifteen (15) calendar days.
- 7.1.2 Where an aggrieved is unsatisfied of the proceedings under Clause 7.1.1 or where he/she wishes to adopt a formal procedure for grievance redressal he/she shall have recourse to the mechanism under Clause 7.2 below.
- 7.1.3 Where a grievance is a personal grievance, an opportunity of hearing shall be given to the party that the complaint is made against. If the grievance is a work environment grievance, then a discussion regarding the same may be held with the supervisor concerned.

7.2 Formal Grievance Resolution:

- 7.2.1 Where an employee or a group of employees harbour a grievance, and wish to formally resolve the same, a written complaint shall be made to the DG (HR) about the same who shall assign the investigation and resolution of the complaint to the immediate supervisor of the employee. The written complaint shall detail the nature of the grievance, the relevant facts, individuals involved, evidence, and desired solution.
- 7.2.2 In the event of a personal grievance, an opportunity of hearing shall be given to the party that the complaint is made against. If the grievance is a work environment grievance, then a discussion regarding the same may be held with the supervisor concerned.
- 7.2.3 The complaint shall be investigated within a period of seven (07) working days. Necessary action shall be taken in light of the findings of the investigation upon the complaint within a period of seven (07) days and a report upon the same shall be presented to the DG (HR). The decision shall be recorded in writing.
- 7.2.4 Where an employee is not satisfied after adopting the procedure in Clause 7.2.1 and Clause 7.2.2 or where his grievance is against his immediate supervisor, he shall make an application in writing to the DG (HR) who shall forward the same to the Departmental Manager of the concerned employee.

- 7.2.4 The Departmental Manager, within a period of ten (10) working days, shall investigate the matter himself or through an immediate subordinate. Necessary action shall be taken by the Departmental Manager to resolve the complaint in light of findings of investigation within a period of seven (07) days. The Departmental Manager shall record his decision in writing.
- 7.2.5 If after resorting to the remedies against grievances as provided in Clause 7.2.1 to 7.2.4 the aggrieved is still unsatisfied, then an application shall be made to the General Manager Operations/Chief Operating Officer along with all the previous proceeding for a final decision upon the matter. The General Manager shall decide the same within a period of fifteen (15) working days and this decision shall be final and binding.
8. PROTECTION, CONFIDENTIALITY & ANONYMOUS CORRESPONDENCE:
- 8.1 The Company assures employees that there will be no reprisal against anyone for airing their genuine grievances and seeking redressal, in fact adequate protection will be ensured.
- 8.2 To the extent possible, the Company will protect the confidentiality of aggrieved, witnesses and accused parties and, if information is disclosed, will disclose it on a need-to-know basis. However, it is important to understand that in order to investigate the matter and provide the other party with notice of the underlying allegations and an opportunity to respond, the Company may need to reveal the identity of the grievant and relevant witnesses. That being said, for purposes of public records requests and to the extent allowed by law, the Company will treat all materials submitted during an investigation as submitted in confidence, unless otherwise noted and/or as personal information, the disclosure of which would constitute unreasonable invasion of privacy.
- 8.3 One of the main identifications of a genuine grievance is that it contains particulars of the aggrieved employee or group of employees. Therefore, anonymous correspondence of any type serves no purpose at all and will thus not be entertained.