

Employee Grievance Redressal Mechanism

Grievance Redressal Mechanism is part and parcel of the machinery of any administration. No administration can claim to be accountable, responsive and user friendly unless it has established an efficient and effective Grievance Redressal Mechanism. In fact the Grievance Redressal Mechanism of an organization is the gauge to measure its efficiency and effectiveness as it provides important feedback on the working of the administration.

Employee may have grievance against any particular employee or any department in their day to day activity.

In Utkarsh, HR Department is designated as the nodal department for handling the employee grievances. The role of the HR department is to take initiatives for enabling the machinery to deliver quality and hassle –free Grievance Redressal and eliminate the causes of grievances.

Any employee may register his / her grievance to the designated grievance officer of HR department in any of the following manner:

1. Phone no. 07388944427
2. Letter addressed to:

Grievance Redressal Officer
Utkarsh Micro Finance Limited
HR Department.
Head Office,
S-24/1-2, Mahavir Nagar, Orderly Bazar,
Near Mahavir Mandir, Varanasi,
Uttar Pradesh -221002

3. Email: employee.grievance@utkarshmfi.com

HR department will scrutinize the issue / concerns and after clarification from the complainant (if any), draft the note and put forward before the designated person of the concerned department. Designated person of the concerned department will reply within 7 days after receiving the note.

HR Department will forward the reply to the complainant and explain the outcome of his grievance registered.

If grievance is against any Vertical Head or against any HOD, such grievance will remain confidential and will be directly shared with MD & CEO by HR department for further action.

Direct Conversation with Managing Director

Apart from above stated provisions, Managing Director of the company is also available between 4 PM to 4:30 PM on the third Monday of every month to understand the concern and grievance of employees. Any employee currently working in the company can directly communicate with Managing Director through telephone and register his / her information / concern or grievance.