

**[7] Section 4 (1) (b) (vii)**

***Arrangement for consultation with, or representation by, members of the public in relation to the Formation of its Policy or implementation thereof.***

- 01. Regular Labour Circle Committees are held so as to resolves the grievances of employees / Union.**
- 02. Grievance Redressal Procedure is being adopted wherein an individual employee can raise his grievance which has to be attended to within the given time frame.**
- 03. For settlement of Court cases relating to service issues, a Committee is being formulated.**
- 04. Complaints from General Public are being put before the Committee comprising of Executive Director, GM (F&A) and GM (HR&A), who decides further course of action in the complaints. The duties of Chief Vigilance Officer are delegated to GM (HR&A)**