



Government of Sindh
Sindh Peoples Housing for Flood Affectees
(SPHF)



GRIEVANCE SETTLEMENT POLICY

Definition:

A 'grievance' is defined as an employee's expression of alleged unfair or inequitable treatment with respect to the application of policies, procedures and regulations, which he/ she has been unable to resolve with his/ her immediate supervisor.

Purpose of this policy:

The purpose of adopting this policy is to promote the internal settlement of any controversy or claim pertaining to employment actions, which may arise between employees and management. It is intended to provide an equitable and timely method for the final disposition of such issues.

Policy:

The SPHF is committed to provide opportunity to all its employees to address their valid work-related grievances. The management shall not discriminate against employees who desire to go with the option of using the formal grievance settlement mechanism. SPHF's Grievance and complaint management policy values ensure that employees are given the opportunity to be heard for resolution of their Grievances or conflict resolution in the most fair, transparent and impartial manner.

Eligibility for filling Grievance:

All employees of SPHF may file grievance if aggrieved with SPHF policy, management practice or work-related conditions. Employees, who have not completed their probation period or are temporary or casual or are trainees, are also eligible to go through the grievance process in the event of discharge but may utilize it for other matters affecting their employment.

Grievance Settlement Committee:

CEO shall constitute a Grievance settlement Committee comprising of five members, including two female members:

- Chairperson (a senior official from any department)
- Convenor (Manager HR & Admin)
- Female (A senior female official from any department)
- Male official from any department
- Female official from any department

Quorum: the quorum for the committee would be either of three (in the absence of any member) and the chair.

Term of Reference (ToRs) of the Committee:

- GSC will find out the facts with fair hearings and investigation in order to make an impartial decision.



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- b) GSC members will ensure to prepare the minutes of the meeting and disseminate to all the members and CEO. (Not to anybody else)
- c) GSC members will follow up with the recommendations as result of the meeting.
- d) All the information (documented or undocumented) regarding the case shall be kept confidential.
- e) The complete file of the case will be maintained by the Manager HR & Admin that may not be shared with anybody except GSC.
- f) Copies of the final decision will be filed in the personal files of the concerned employees.
- g) Compliance of "The protection against Harassment of Women at Workplace Act, 2010"

Procedure:

Function of the (GSC): "Grievance Settlement Committee" will conduct the hearing of the appeal by following steps:

- a. Convenor / Manager HR & Admin will collect official statements of:
 - i. Complainant
 - ii. Accused person.
 - iii. Other linked person, in written through email, fax or personally.
- b. Convenor will disseminate all documents including appeals filed among committee members.
- c. The committee will review the case in its first meeting of the committee.
- d. In the first GSC meeting, complainants as well as accused person both will be heard.
- e. Consideration of any legal requirement relating to the matter.
- f. Visit of committee member(s) at same location, if needed.
- g. Final meeting of committee for decision making.
- h. Recommendation.
- i. The committee will make recommendations within Thirty (30) days.

Sexual Harassment

- a. As per 'Protection against harassment of Women at Workplace, Act 2010' all organizations, public, private and civil society, are required to develop a self-regulatory mechanism whereby organization could handle the problems related to sexual harassment internally.
- b. The responsibility of the Management: the SPHF management will be responsible to follow the Government's law to ensure that each complaint of sexual harassment is addressed responsibly. The management will be impartial in the process and will facilitate a just and fair inquiry without retaliation.

The 'Standing Inquiry Committee'

- a) This committee shall act also as 'Standing Committee' for the cases of sexual harassment as per the "the protection against harassment of women at the workplace Act 2010".
- b) In case complaint is made against one of the members of the Inquiry committee that member shall be replaced by another for that particular case.

JAMIL AHMED
Company Secretary
Sindh Peoples Housing For
Flood Affectees (SPHF)
Government of Sindh

Bungalow No.20, Block 7/8, Modern Cooperative Housing Society, Tipu Sultan Road, Karachi
Ph: + 92 99334120, 99334119, 34300117

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Such a member may be from within or outside the organization selected by the Competent Authority.

- c) The management shall designate a competent authority for the implementation of this code, and as prescribed in the act. Awareness raising and education of the employees regarding this issue.

The management shall display copies of the code in English as well as the language understood by the majority of the employees at conspicuous places in the organization and the workplace.

If any employee knowingly makes a false accusation of unlawful discrimination/harassment or knowingly provides false information in the course of an investigation of a complaint shall be dealt with breach of conduct and be grounded for strict disciplinary. However, complaints made in good faith, even if found to be unsubstantiated, shall not be considered a false accusation.

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