

A PROJECT REPORT
on the Topic
“Grievance Redressal Mechanism”

By

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MASTER OF BUSINESS ADMINISTRATION

Under the Guidance of

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Signature with Date

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TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Ablash Nair (SC19) has successfully completed internship in the field of Human Resource from 1st January 2020 to 15 February 2020 under the guidance of M Mahesh (HR Manager).

During the period of his internship program with us he had been exposed to different process was found punctual, hardworking and inquisitive.

For KPCL


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DECLARATION

I ABILASH NAIR, hereby declare that the internship report on “ A study on grievance redressal mechanism at Karnataka power corporation limited Bangalore” is prepared by me under the guidance of Sandeep Kumar, HOD of management studies, CMR institute of technology, and external assistance by **M Mahesh**, HR Manager.

I also declare that this project work is towards the partial fulfilment of the University regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belgaum.

I have undergone a summer project for a period of six weeks. I further declare that this report is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other university/Institution.

Place: Bangalore

Signature of student

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I wish to pledge and reward my deep sense of gratitude for those who have made this project Report come alive.

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EXECUTIVE SUMMARY

A grievance may be referred to as a sense of discontentment and dissatisfaction that an employee is regarding his employment. When an employee has criticism and is ignored, then a sense of injustice and discrimination arises in a worker. When this sense grows up it takes the form of criticism. The grievance has affected the company in three methods, including via manufacturing, Employees, and Managers which ends up in decreasing the best of employees' productiveness it also lowers the dedication stage, honesty and Discipline negatively influences the supervisors-subordinates relation.

I even have undergone my internship at Karnataka Power Corporation restrained (KPCL) for a duration of 6 weeks. The report emphasizes the take a look at of Grievance Redressal mechanism which changed into accomplished at KPCL beneath the area of the Human aid branch.

Karnataka Power Corporation Limited is an open quarter association which manages power innovation inside the nation of Karnataka. Karnataka transformed into the essential to claim the longest queue inside the world in 1902, from Shivanasamudra to KGF. KPCL has 32 Dams and 18 quality homes. It tends to be solely administered for the innovation capacity in the nation shaped in the twentieth century, in 1970 as a sister circumstance to state Electricity Board (KEB). KPCL lately has partner introduced the ability of 5975.91MW of hydro, warm, and wind power with 950MW inside the pipeline. The 1720 MW Raichur warm station arranged in Raichur region is allowed with ISO 14001-2004 affirmation for its natural security measures.

The primary objective of the study is for recognizing relationships among factors of criticism Redressal mechanisms and employee pride level of complaint Redressal mechanism at Karnataka Power Corporation constrained so that it will also be prevented through taking the well-timed measure in fixing worker issues. In appreciating with the objective, facts have been accrued thru survey technique wherein the questionnaire is being organized and scattered the various personnel and the responses are taken from them. The survey includes the sample length of eighty-three and the method used turned into convenience sampling to recognize the result of responses the gear used became percentage analysis, Descriptive records, Anova and correlation in which the end result turned into fantastic.

Most of the stuff is reasonably mitigated by means of the solution given for their grievance this makes employees live calm and if vital on the inside the interim management takes

x

Corrective measures to modify any actions are choices. 61% of the group of workers in the organization are male workers. 81% of people operating within the business enterprise are over 35 years old. Associate of the enterprise should take strict measures to avoid the issue and to check on the repetition for the reason for the conflicts.

The employees have agreed to an interview for recording the responses on motives causing the grievance. The interview of individuals at KPCL can be useful for the organization to restructure its employee thinking of the modified scenario.

INTRODUCTION

1.1 INTRODUCTION

The internship is all about the Grievance Redressal Mechanism at Karnataka power enterprise Limited for a length of 6weeks beginning of the month of Jan 2020 to Feb 2020, as part of MBA curriculum at the Visveswaraya Technological University. This takes a look at changed into carried out to apprehend the shape, characteristic and procedures of the HR department and its function inside the enterprise. During the observation I may want to efficaciously interact with the personnel of the enterprise and that they have been happy to present me all of the possible facts regarding the employer. Where I was given the primary-hand statistics, approximately the Grievance strategies and their functions. The Grievance Redressal Mechanism is a device which allows in fixing grievances of an employee. It takes the proper measure and assessments that promises are stored and also attain a rapid way to the issues.

Grievance Redressal Mechanism encourages employees to raise lawsuits without worry. During the look as I got here throughout the various cases concerning complaint with a business enterprise and the way the measures are taken to solve the grievance and checking the re- incidence of equal grievance. I came throughout, exceptional human beings in the organization and the way they deal with the scenario inside the business enterprise.

TOPIC CHOOSEN FOR STUDY:

“A STUDY ON GRIEVANCE REDRESSAL MECHANISM AT KARNATAKA
POWER CORPORATION LIMITED AT BANGALORE”

1.2 Industry profile

Global perspective

Although electricity was proverbial to be generated as the effects of the power-absorbing reactions rise up in partner diploma mobile due to the fact Alessandro Volta evolved the electric battery in 1800. It's manufactured via this indicates to come to be and nonetheless is, extravagant. In 1831, Faraday devised a device that generated energy from rotary movement; but, it took nearly fifty years for the generation to acquire a commercially possible replacement for fuel lighting fixtures and heating using regionally generated and scatter electricity. The international's 1st public energy offer became supplied in late 1881, as soon as the streets of the surveyed town of Goodling in the United Kingdom of Great Britain and Northern Ireland have been lit with a mild bulb. This method changed into battery-powered by a water wheel at the motion method that drove a Siemens generator that provided the shape of arc lamps at periods the metropolis. This offer subject, moreover provided energy to a ramification of retailers and premises.

Edison started out the worlds first dense mechanized electric power manufacturing station at Holborn Bridge in London, wherever he had long gone right into a concurrence with city partnership for a span of three months to carry road lights. In time he had provided several local clients with an electric lamp. The technique for offering turned into on the spot cutting-edge (DC). It was in the year Sept 1882 that Thomas Edison started out the pearl avenue manipulate station within the big apple city and another time it changed into a DC offer. It was in order that the age emerges as near or on the consumer's vicinity as Thomas Edison had no techniques for voltage change. The voltage picked for any electric framework can be an alternate-off increasing the voltage lessens the glide at some point of this method lower resistive misfortunes inside the hyperlink. Shockingly, it expands the chance from direct touch and furthermore builds the favored safety thickness.

Furthermore, a few heap sorts had been hard to create for better voltage. Moreover golem Hammond, in Gregorian calendar month 1881. Evil presence began the brand new electric-powered lamp in the Sussex city of a European country in the UK for the part time-frame. The making certain accomplishment of at some point of this installation, sculpture Hammond to the area this endeavor on each an enterprise and lawful swing, as numerous appearance owners required to make use of the new electric-powered lamp. During this manner the Hammond electric offer corporation. Was propelled whereas the Goodling and Holborn bridge plans close following

a couple of years Britain conspire proceeded and provide was in 1887 created reachable for twenty-four hours out of

Each day. Nikola Tesla, who had worked for release for a brief time-frame and valued the electric speculation such that the model did not concoct on non-obligatory framework making use of rotating glide. Tesla understood that whilst multiplying the voltage could have the float and lessen misfortunes via 75 per cent, just a substituting electric powered flow framework authorized the transmutation among voltage levels in various portions of the framework. This accepted powerful, high voltage for dispersing wherein their threat may want to without a good deal of a stretch is relieved by way of an impeccable structure at the same time as yet permitting pixie shape voltages to be furnished to the thousands. He proceeded to build up the overall speculation of his framework, conceiving hypothetical and beneficial alternatives for all the instantaneous present-day apparatuses than being used and protected what's up there whine mind in 1887, in thirty separate licenses.

In 1888, Tesla's paintings visited the concept of Westinghouse, United Nations business enterprise possessed a patent for a form of electric tool that could control high power and was something but tough to form. Westinghouse was working a rotating modern-day lighting plant in exceptional Barrington, Massachusetts on account that 1886. While Westinghouse's framework could make use of Edison's lighting fixtures and heaters, it did not have an engine with Tesla and his licenses, Westinghouse assembled an electricity framework for a gold mine.

INDIAN PERSPECTIVE

In India, energy development started in 1897, once energy deliver became commissioned in Darjeeling and later, in 1902, a hydropower station turned into commissioned at shivanasamudra in Karnataka. Inside the pre-independence technology, the energy give become on the whole inside the personal area that too confined to city era. With the formation of country energy forums throughout 12 months plan, a massive step was taken in transporting some of the systematic increase in energy. The setting up vicinity of thermal, hydro and strength stations, electricity technology started growing notably.

After autonomy, the provider of depth is largely accountable for the advancement of electrical vitality in the USA. The provider is concerned with the purpose of scan for the event of particularization, handling of undertakings for speculation alternatives, checking of the usage of depth activities, preparing and exertions development and company and status quo of enactment on warmness and hydro management age, transmission and conveyance. In specialised problems, the provider is helped by way of the Focal Power education

Thermal power in Asian country

It is especially generated through coal, gasoline and oil. Coal electricity forms a majority shares to offer the availability of strength to deliver in the Republic of India. The electrical power in the Asian USA is generated at numerous thermal strength stations in the Republic of India. The capability generated at this thermal powerhouse is then disbursed everywhere from Asia to the united states through a network grid at regional and national stages. The potential ministry enterprise responsible for the thermal power control in the Asian NTPC.

Hydro power in Asian country

Is one altogether the mega electricity generators in Asia Varied hydroelectricity comes and hydro strength vegetation location unit setup through the ministry of power for the era of hydro in Asian us of a. Varied dams and reservoirs place unit created on foremost rivers so the electricity of the water is employed to return returned reproduction with hydro strength. The capacity generator here is that the strolling water. The hydro energy vegetation and hydroelectricity era corporations area unit managed by means of the national hydroelectricity business enterprise (NHPC)

Wind power in Asian country

It is to be had in masses as the Asian USA witnessed excessive intensity winds in varied areas thanks to the sector technological know-how diversity in the Republic of India. Efforts area unit created to utilize this natural give of power in the marketplace free of worth for electricity technology. Brobdingnagian wind energy bureaucracy area unit set up by means of the govt. For thousand the wind energy via exploitation substantial wind generators consequently changing energy of the wind into power by the usage of power converters. The choice energy benefits start with the actual proven reality that a wind strength powerhouse does no longer would really like plentiful infrastructure input and uncooked materials. Solar

power in Asian country

Is acquiring wont to go back up with electricity on smaller scales by fitting Brobdingnagian big-name panels and capturing power. The energy in Asian USA is moreover acquiring hired through the ability organizations in the Republic of India to come lower back replica with opportunity strength for domestic and tiny business users.

1.3 COMPANY PROFILE Formation

of KPCL

Table -1.3 Formation OF KPCL

Type	Undertaking
Industry	Power generation
Founded	20 th July 1970
Headquarters	Bangalore, India
Key people	Managing director
Production	Electricity
Dams	32
Power houses	18
Total installed capacity	8846.305
Website	http://www.Karnatakapower.com

History of KPCL

The nicely endowed green forests of North American state, the string of the Caravati machine, the quality-regarded waterfalls at a jog, and consequently the aquamarines karavali coast the large boulders that sort the stark panorama of the northern kingdom, the created area, the flowing rivers, the pink hills this can be stated, the eight biggest kingdoms of the nation. Created in natural resources, the state is home of thirty absolutely completely exceptional materials. It similarly as a result of the different distinction of being one in every of the gold generating in states within the United States of America. The glitter of gold is complemented by using the softness of pure silk on the sturdiness of the metal. Yes, a state in domestic to any or all major industries.

Industrialization in the kingdom consists of created records. One that goes as such lots back as 1800AD, as soon as the first sugar unit was based totally and powering the kingdom's goals to journey and industrialize became Asia's first Hydroelectricity Station Established in 1902 at

Shivanasamudram, at the financial institution of watercourse Cauvery. In reality, Karnataka's instigate spirit inside the sphere of strength has been translated into numerous most important milestones. The state was the first to embark companion alternating.

Karnataka became the first to own the longest line inside the globe in 1902, from Shivanasamudra to KGF, protecting a distance of 147kms. The state has the distinction of being the primary state in the country to line up a professionally managed corporation, the state Power Corporation limited, it truly is legal to line up, operate and hold energy era project in the state.

KPCL is likewise sole management for the strength era within the country formed on the 20th 1970 as a sister challenge to nation Electricity Board (KEB). From the Mysore strength organisation limited of 1970(A successor to the Hydro electrical Construction Department Mysore kingdom) to the country Power Corporation limited of the twenty initial century from accomplice location in the functionality of 746MW in 1970 to 436MW in 2004, it's been an extended pleasurable journey of 3 decades.

For over 3 decades, the country energy has been a sizable mover and catalyst at the back of key sector reforms within the state – measures that have spirally steady increase witnessed in every commercial and financial location.

Right from the 12 months of origination, in 1970, KPCL set its attractions on the boom from inside a meeting growing commercial enterprise wishes and reaching resolute bit the lives of the man or woman, in more ways in which than one.

KPCL these days has accomplice area in the ability of 5975.91MW of hydro, warm, and wind power with 950MW inside the pipeline. The 1720 MW Raichur warm station situated in Raichur locale is allowed with ISO 14001-2004 confirmation for its environmental factors assurance measures. From a partner business endeavor stance, KPCL has increased present expectations at the best of deliverable and is efficiently performing on bringing down the well worth per megawatt-a praiseworthy charge cost condition that needs to end up being a benchmark at the public reticulation. KPCL's stock in change is business endeavor analyzed appropriately snared framework and stylish current control thoughts and duties to square out, serving thereto meet the requesting circumstances of the rising vitality needs of the realm.

The strength zone has registered first-rate development considering that technique of planned improvement of the economy started in 1950. Hydroelectricity and cost primarily based thermal electricity have been the foremost sources of producing energy, energy development is at a slower pace, that turned into brought, in overdue '60s. The construct of operational energy structures on a local basis crossing the political boundaries of the kingdom became introduced within the '60s. In spite of the event that has taken location, the electricity supply enterprise has been under regular pressure to bridge the space among the deliver and call for.

KPCL these days has partner locale inadequacy of 5509. 82 MW of hydro, warm and wind quality, with 4000MW in the pipelines. The 1470 MW Raichur warm station situated in rancher locale is approved with ISO 14001-2004 accreditation for its environmental factors wellbeing measures. From an accomplice endeavor point of view, KPCL has increased current standards at the top notch of expectations and is methodically appealing at diminishing the well worth with regards to megawatt-a praiseworthy cost esteem condition business tried appropriately introduced foundation and the present imaginative control musings and a promise to rectangular out, serving thereto meet the requesting circumstances of the rising force requests of the nation.

1.3.1 PROMOTERS/ OWNERSHIP PATTERN

Table -1.3.1 OWNERSHIP PATTERN OF KPCL

Name	Post
Shri. B. S Yediyurappa	Honourble Chief Minister Govt. of Karnataka & Chairman
Shri V Ponnaraj, IAS	Managing Director, Karnataka Power Corporation Limited
Shri R. Nagaraja	Finance Director
Shri P. Ravikumar.	Additional Chief Secretary Energy Department Govt. of Karnataka & Director Karnataka Power Corporation Limited
Shri ISN Prasad.	Chief Secretary Finance Department Govt. of Karnataka & Director Karnataka Power Corporation Limited
DR. EV Ramana Reddy.	Chief Secretary to the Hon'ble Chief Minister, Govt. of Karnataka & Director Karnataka Power Corporation Limited
Shri Rakesh Singh.	Principal Secretary Water Resources Department Govt. of Karnataka & Director Karnataka Power Corporation Limited
Dr. S Selva Kumar	Managing Director (concurrent charge) KPTCL & Director Karnataka Power Corporation Limited
Smt C Shikha, IAS	Managing Director & Director Karnataka Power Corporation Limited

1.3.2 Vision, Mission, Quality Policy

VISION

“Ensuring energy security for Karnataka through diversified energy portfolio”

MISSION

- Characteristic and developing opportunities in electricity technology.
- Making revolutionary approaches that of installing location and operational powerhouse.
- Investing in resources base of technical competences, machine, tactics and capability.
- Empowering parents, work corporations and consequently the support network to accomplish those objectives.

1.3.3 Product and Service Profile

KPCL power projects in Karnataka Table

-1.3.3.1 Hydro power plants

	SL. No.	Project	No. of units	Unit capacity MW	Installed capacity	Station capacity MW
--	------------	---------	-----------------	------------------------	-----------------------	---------------------------

Cauvery Basin	1	Shivanasamudram power house	4	6	24	42
			2	3	18	
	2	Shimsha power house	2	8.6	17.2	17.2
Sharavathy valley project	3	Linganamakki Dam power house	2	27.5	55	55
	4	Mahatma Gandhi Hydro Electric Station	4	21.6	86.4	139.2
			4	13.2	52	
	5	Sharavathy generating station	10	103.5	1035	1035
6	Gerusoppa Dam power house	4	60	240	240	
Kali hydro	7	Supa Dam power house	2	50	100	100
	8	Nagjhari power house	6	150	900	100

electric project		house				
	9	kadra dam power	3	50	150	150
	10	Kodasalli Dam power house	3	40	120	120

Varahi hydro electric project	11	Mani Dam power house	2	4.5	9	9
	12	Varahi underground power house	4	115	460	460
Krishna Basin	13	Almatti Dam power house	1	15	15	290
			5	55	275	
	14	Ghataprabha Dam power house	2	16	32	32
Tunga Badra Basin	15	Bhadra right bank Canal Power House	2	7.2	7.2	13.2
		Bhadra left bank Canal Power House	2	12	24	26
	1		2	2		
	16	Munirabad Dam Power house	2	9	18	38
2			10	20		
			73			3666.6

Table - 1.3.3.2 Thermal power-coal

	SL. No.	Project	No. of units	Unit capacity MW	Installed capacity	Station capacity MW
Raichur	1	Raichur Thermal power station 7	2	210	1470	1720
			1	250	250	
Bellary	2	Bellary Thermal station	2	500	1000	1700
			1	700	700	
Yeramaras	3	Yeramaras Thermal power station	2	800	1600	1600
			13			5020

Table - 1.3.3.3 Thermal power-Diesel

Yelahanka	1	Yelahanka Diesel Generating station	6	18	108	108
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Table - 1.3.3.4 Wind power

Yelahanka	1	Kappattagudda wind Farm	9	0.225	2.025	2.025
			11	0.23	2.53	2.530
			20			4.555

Table 1.3.3.5 solar power

Kolar	1	Yelesandra solar PV plant	1	3	3	3
Belgaum	2	Intal solar PV plant	1	3	3	3
Rancher	3	Yapaladinni solar PV plant	1	3	3	3
Mandya	4	Belakawadi solar plant	1	5	5	5
Mandya	5	Shivanasamudram solar PV plant	1	10	10	10
Haveri	6	Chandapur solar PV PLant	1	10	10	10
			6			34

Table - 1.3.3.6 KPCL ongoing projects

SL. NO.	Project	Units X MW	Capacity, MW
1	Yelahanka Combined Cycle power plant(stage-1)	1x370	370
			370

Table 1.3.3.7 KPCL- new projects

SL. NO.	Project	Units X MW	Capacity, MW
1	Godhana thermal power station	2x800	1600
2	Gass based combined cycle power plant yelahanka/Bidadi	1x350	350
3	Edlapur thermal power station	1x800	800

4	Shivanasamudram seasonal scheme	2x100	200
5	Pump storage power plant-Sharavathy basin		2000
6	Pumped storage power plant-Varahi basin		1500
		Total	6450

1.3.4 Infrastructure Facilities:

- Conserve herbal sources and sell recycling and reuse.
- Qualified tool facilities for employees
- Training for newly recruited employees.
- Strive for chronic development in environmental overall performance by way of fending off dumping of waste risks into the dams.
- Usage of Modern generation of power generation in its power plants.

1.3.5 Major Competitors Global

competitors

- Duke Energy
- National Grid
- NextEra
- EDF Energy
- Southern company
- China Yangtze power
- Engie
- Iberdrola

- Dominion Energy
- Enel

Indian competitors

- Enercon system India
- Essar group
- GMR group
- Jindal steel & power ltd.
- Karnataka power transmission corporation ltd
- Reliance energy ltd.
- Shri shakti
- Durgapur projects ltd.
- Sutlej jai vidyut nigam ltd.
- United power
- Bhakra Beas Management Board

1.3.6 SWOT ANALYSIS

STRENGTHS



- Availability of assets

Generally, the ability of technology in the Asian state is predicated on herbal assets.

Availableness of plethoric coal reserves and water assets location unit born to the electricity sector.

- High capacity

Indian strength area have the vast hydroelectric potential of producing 150000MW. The emergence of robust and globally comparable utilities (NPTC, Power Grid) has helped the growth of strength quarter.

- Effective planning and implementation

Indian electricity quarter has knowledge is included and co-ordinates (CEA and planning fee) Availability of rather professional technical personnel in big numbers has helped to implement those plans effectively.

- Growing call for the strength

Indian strength zone has replied positively to the increasing demand for power.

Throughout the USA from all sectors due to industrialization and irrigation facilities

WEAKNESS

- Inadequate infrastructure

Inadequate infrastructure has resulted in insufficient electricity generation and therefore underneath the utilization of obtainable assets.

- Underneath utilization of functionality

Underutilization of the present generation capability in gift comes has reduced the advantage.

- Interstate dispute

Improper water control and interstate disputes are wasting treasured water assets thereby decreasing the assembly potency.

- Unsteady monsoon

Untimely monsoon reasons water inadequacy in the united states touching the generation of strength cuts and cargo losing.

- Ineffective energy management

Ineffective energy management ensuing in energy thefts and inefficient use of strength with the aid of the top client decreases the revenue.

OPPORTUNITIES

- Subsidies are given by the govt.

Subsidies are given by means of government for generating businesses to inspire power generation and provide.

- Largest power markets

Potentially, the Indian strength zone is one in each of the maximum essential power markets inside the world. Growing call for the facility from all sectors of the economy like agriculture, producing, service.

- Monopoly in power quarter

KPCL being the state egocentric man or woman in power era holds wonderful increase possibilities inside the discipline of research, design, production, generation and preservation of power comes.

- Practice commercial enterprise

As KPCL is venturing into practice business that stays at the developing phase, the organisation will search for a brilliant future.

- Explore alternative supply of energy

KPCL has the threat to discover alternative deliver of energy like wind primarily based and alternative electricity comes.

- Rural electrification

Government has proven challenge rural electrification. Schemes like Bhagya Jyothi subject matter, that aims to electricity to the poor households at less expensive rate.

THREATS

- Unsure authorities policies

Changes in the political environment have an effect on the govt. Rules. Excess involvement of nation in finding out affects the alternate.

- Unhealthy debts

Increasing dangerous debts thanks to the payment of power bills by using terrible oldsters and power thefts.

- Interstate water disputes

The interstate water sharing disputes have halted the smooth functioning of the various comes.

- The entry of personal players

With the appearance of monetary reforms and remedy, there are associate open gate guidelines for non-public participants like TATA energy, Reliance energy, GRM and so forth, inside the subject of power.

- Rise in prices

Increase in political of coal thanks to an increase in demand and transportation price results in an increased value of production of thermal energy.

CHAPTER-2

Theoretical Background of the Study

2.1 Theoretical Background of the study

Grievance Mechanism

All the group of workers ought to get entry to grievance mechanism that lets them carry out their anxiety and agitation while no longer the risk of penalization. The need for these mechanisms by using the chief is critical for worker WHO migrates.

Grievance gadget encompasses a ton of beneficial reasons and intentions. They'll deliver the conflicts into an institutionalized mechanism to remedy it in a non-violent way. They create the communication referring to the problems viable among the worker and therefore the control, and alter the employee to specific their discontent with goodness, understanding that there may be a machine of appeals ensuing in accomplice degree unbiased administrator. Finally, they assist the corporate requirements on moral conduct.

Different approaches and channels for the group of workers to provide their perspectives on corporation practices and problems associated with the work should be enclosed within the organization coverage. The work problems mainly those without delay poignant group of workers employment issues and workers health and safety and people in keeping with the social responsibility hints. A robust and company grievance mechanism can regulate employers to possess a sturdy, and lots of company and well-balanced palms and might empower to spot the dangers as early as doable. This successively saves employers time and cash. It will decorate morale, and protect towards the lack of a company's image and prison hazard.

Even in businesses that do properly might frequently accommodate employee criticism. So it's obligatory that the company encompasses a procedure for filing the proceedings and problems in writing. Whenever the issues stand up, these methods has to facilitate the chief and consequently the employees to clear up the complaint at intervals the work. The employers must make certain that they deal with the worker problems fairly. Grievance guidelines and method ought to be in writing and observe the satisfactory comply with principles set in labour relation company regulations of behaviour on disciplinary and criticism approaches. Failure to fulfil this instrumentation can lead in extra reimbursement for the worker as soon as he is taking his criticism to the judicature and achieves his declare. Inside the varied degrees of workable complaint results

there lies at one finish, a solution that each one facet settle for as an awesome and conclusion to close the problems and disputation.

When the club sees the worth within the criticism process and finds it worth in the manner that the union representatives and management performed themselves, this strengthens the labour control relationship this results in magnified productivity.

At the other end of the criticism very exists a union's duty of sincere example being desecrated, discontent with the technique and additionally the years of complaints that turned into expensive and time-extreme, in such instances the productiveness can cross down, Grievance handling is great as soon as the representatives have an accurate understanding of the governing felony framework.

In the prison framework, the number one step is to apprehend and perceive the statute anywhere the management is wanted to barter with the union. The second crucial aspect is that the regulation that the parties have created for themselves that is the critical detail of the prison framework, it carries of talks settlement and a note of expertise, past practices between the events, the concepts and employees regulations of the leader. Additionally to know-how the prison framework the representatives have to recognise the preceding instances of arbitration and additionally the nation employees will need to be the idea of.

What is a Grievance?

A grievance may be a feeling of injustice.

According to Julius "Grievance can be discontent or discontent, related with the corporate whether or not or no longer expressed or now not and whether or not legitimate or no longer, springing up out something whereas partner worker thinks, believes, or possibly feel is unfair biased or unjust. So from the on the pinnacle of definitions, it is frequently forementioned that grievance is that the discontent of the associate employee inside the organisation that is predicated on his or her opinion of the case.

Grievance v/s Dispute

A complaint is usually a person problem, but whilst the cause of the grievance influences several personnel of a company and the union takes up the hassle of their fingers it becomes a dispute.

Real v/s Imaginary

Keith Davis defines criticism as a feel of non-public injustice which may additionally either be actual or can be imagined regarding the utilization dating that employee has the discontent of worker can be actual simply in case of actual criticism which could drift from to first-rate ordinate conduct or the actual reality that his or her terms and conditions of the utilization are broken or unheeded by means of the management. Since no person will stop a worker to imagine, he/she will feel or accept as true with that the supervisor has advisedly overlooked the interest, or his/her rights are wittingly desecrated, which can not be actual in point of reality. This country of a worker is called imagined criticism.

Formal v/s Informal

The grievance takes the kindle (written) form as soon as a disgruntled group of workers places the causes of discontentment in writing and present it to the suitable authority. On the other hand, unless the employee submits the grievance in writing and keeps speaking concerning the purpose behind discontentment to others it is referred to the as casual (oral) grievance.

Managing Grievance

There is a pressing need to manage the cause and factors which can be responsible for the worker grievances by organising efficient and successful criticism decision machinery. The complaint equipment encourages and helps in the agreement of the misunderstanding between control and labour, and permits the employees to express lawsuits without getting their jobs in hazard. The availability of this mechanism builds self-belief and trust within the personnel to bring out their discontent and complements their morale, gives them the satisfaction of being cared or heard. It also acts as a communique to the management to decide response and reaction to its movement and provides a manner to check and to take corrective measures personnel to broaden their faith in the organisation and improves area.

2.2 Literature review

1. Geetika..., Piyali Ghosh..., Alka Rai..., Jagdamba Prasad Joshi..., Priya Singh

evaluation with analysis on the idea of dimensions at the facet of time, stakeholders, preference is given and structure display that the company has created unique efforts to reduce the degrees a number of the technique, thereby growing the velocity of criticism agreement, even though Associate in Nursing absence of provision of arbitration became moreover observed. Pleasure has been assessed with constructs that embody pace, choice, structure and stakeholders, through utilizing trouble analysis and over one regression analysis. Mindsets of supervisors, time taken in giving desire and observe-up mechanism grow to be a result of the most important predictors.

. This observe is anticipated to function charge to the prevailing literature on complaint handling with the aid of means that of making a departure from preceding research on pride measures of grievance approaches, whereby the required problem has been perceived fairness. The findings are beneficial for the event of people' satisfaction with a grievance- dealing with techniques in any organization.

2. Daud Zulkiflee Bin..., Yahya Khulida Kirana..., Faizal Mohd..., Wan Mohd. Isa, Wan Shakizah..., Noor Mohd

This examine discusses the styles in dealing with grievances amongst heads of the branch at a telecommunication headquarters and branches placed inland Asian country and therefore the determinant of personalities in choosing an appropriate design. It grows to be administered to get maximum important objectives that are to analyze the designs managers use in addressing employee grievances and to look at the impact of personalities when selecting vogue utilised by the managers in coping with grievances. The top results of facet evaluation famous that the grievance handling designs used by managers in the course of this have a look at are desegregation, compromising and dominating. In contemporary, the design at famous that sociability is negatively and well impacts the selection of desegregation vogue. Conscientiousness contributes extensively to the prediction

Of dominating fashion. Sooner or later, emotional balance is completely and significantly affects compromising fashion in handling grievances.

1. Sundaram V Mohan

on this have a glance at author has recognized the maximum not unusual employers fee are wages sales, working situation, commercialism, unfair control practices and safety and health violations. The examiner additionally appears at the person of grievances, the reason for grievances, criticism coping with component and grievance coping with the manner of Hema Engineering. They have a look at indicates that employers have to predict and spot the criticism among a group of workers at the earliest lower degree itself.

2. Bemmels Brian...,Foley R. Janice

This evaluate focuses on the grievance manner with the unique hobby at the application of a scientific field assemble to grievance evaluation. The reason of hobby of this assessment is confined to the usage and operation of criticism strategies, and excludes the next effect of grievances on structure performance and therefore the behaviour of people. Our end that focusing on precise parts of the compliant device and utilizing or growing theories relevant thereto exceptional component can first-class reinforce the theoretical grounding of critical evaluation. This is not for all time intended to denigrate the systems fashions of complaint approaches. Thanks to the first-class of criticism techniques, however, the models of the entire system can not contain enough theoretical detail to get in theory-driven, testable hypotheses. Therefore, plan in grievance research ought to development at levels: the whole structures approach, and therefore the additional particular application and development of precept to explicit elements of the grievance approach.

5 Dalton R. Dan..., Todor D. William,

grievance technique has commonly centred on the antecedents or determinants of the formal grievance. Variations in employee attitudes, demographic traits, shape, and control styles, the consequences of this analysis assist the hypothesis that variations in the locus of control orientations are associated with steward criticism behaviours. Union, however not a chief, involvement is associated with many of those behaviours. Those effects might also have interesting implications for practitioners and structure theorists alike. In a few instances, grievances would possibly in addition input the strategy at the same time as now, not relevance their advantage. Whether or no longer or no longer or not all incidents supplemental to the eye of the union. The for the duration of-the-board relationships among steward criticism filing behaviour and locus of management orientation results in a stimulating contradiction in terms. Substance a likely grievant to now not document an accurate grievance, under a few events, could

be accountable conduct. Similarly, partitioning capability grievances informally with the aid of speak with the aggrieved worker's supervisor seems extremely good furthermore

6. Varun Gauri (2013): "Redressing complaint and lawsuits regarding elementary supplier transport"-This paper identifies three kinds of redress manner: frame venues inside authorities groups, impartial institutions outside authorities branch and court docket. The feature efficiently, the equipment of redress involves a properly-designed and inter-related offer of redress machine. It says that the employer on undertake grievance redressed.

7. Deena Kemp (2016): "grievance handling at a remote places-owned mine in Southeast Asia"- this text offers grounded insights just about companion operational-stage grievance mechanism at a much off closely-held mine. Businesses should take a full of existence position in statistics the socio-political context, and their function in influencing the context. Whilst now not this experience, groups can not declare to discharge their responsibility underneath stand human rights beneath the arena employer guiding requirements on the organization and Human Rights.

8. Isidore Teich: the design at say that to satisfy the responsibility of a profession to be self-appearing, the author has evolved a way that has been in use by way of mistreatment the complaint Committee. The committee has sought after the entire co-operation of insurance vendors, and their portray has nicely-attempted great PR medium.

9. Maria Ehrnstrom(2017): the issue severely examines the usability of the construct of 'Social License to perform'(SLO). The findings illustrate that warning is vital before claiming that an organisation, investment or organization has done companion complete SLO on the local degree. As an exchange, to understand the dynamic and contentious organisation community members of the family we generally tend to argue for an extra nuanced method to however locals pass with one of kind cash alternatives primarily based on their personal- set based totally potential to maintain and reproduce existence in the network.

10. Rasmus Klocker Larsen (2014): at some point of this record they end that those comes have had no relating safeguarding near sustenance and so the water sources they rely upon, with governance mechanisms mainly failing to accommodate human's grievances. They argue that further cross of market-primarily based all certification and government regulation should be designed with the reason of providing new global recourse mechanisms and coverings for affected teams.

Eleven. Dr V Mohana SunDaram (2013): in his article “employee criticism” organizations are created of kith and family members and function via people without humans agency can not exit. The useful resource of guys, cash, artefact and instrumentation are amassed, coordinated and implemented through kith and family members inside the corporation. It is thru the blended efforts of individuals that materials and economic assets are successfully used for the attainment of common goals and needs even as now not united human efforts no leader will benefit its desires.

12. Eva Pils(2016): This paper says that persuasive analysis evaluation of china’s properly regime desires to test the effect of pressured evictions not entirely on property compelled rights however additionally on sincere rights that embody the right to be enclosed from compelled evictions, and consequently the drawback of getting right of entry to justices in instances of contentious evictions. Because of the very truth they cut back the price of rights to their assumed application.

Thirteen. Matalena Tofa(2014): Incomplete reconciliations: a history of sinking grievances in Taranaki, New Zealand-Negotiated settlements and reconciliations unit hundreds of and plenty of accustomed deal with the quality grievances of endemic peoples in settler-colony international places. This present-day era of settlements has attracted large attention; but, in New island, there may be an enormous show that of the Crown work and ‘resolving’ the claims and grievances of Maori, the endemic people. This article examines the statistics of sinking grievances throughout a area named Taranaki. It argues that defensive opinions of as much as the present reason settlements aboard this data of sinking grievances celebrated that unique mind with relation to the country, sovereignty, authority, and time have, and hold to, circumstance what is created viable in settlements of Maori grievances. That summary and sensible trouble shave created settlements that continuously (re)produce the Crown’s sovereignty which has sardonically combined, in situ of resolved, historic grievances.

14. Yogesh ok. Dwivedi (2016): “Adoption of online public complaint redressal gadget in Asian USA”- The intention of this evaluation is to make bigger a unified version of digital government (e-authorities) contrivance adoption and validate it the usage of the data accrued from 419 citizens from few hand-picked towns in India. The scientist further evaluates the overall performance of nine well-known distinct theoretical models of statistics technology adoption like the unified idea of call and use of generation. The results imply that the projected unified version for e-authorities adoption by using manner that of these research has outperformed all absolutely

different theoretical fashions via explaining maximum sixty-six variance on behavioural intentions, effectively precise tiers of match indices, and considerable relationships among every speculation. The studies further offer its boundaries and afford implications for the plan and comply with toward the end.

15. Godfried Appiah Okoh (2013): "Complaint and conflict in Ghana's gold mining enterprise"- This study examines the dynamics of the battle between illegal artisanal and small-scale miners (ASM) and one massive-scale mining organisation, the paper well-known shows the weird nature of the Obuasi ASM-mining chief warfare wherein grievance appears to facet minimally in explaining the rationale. Consequently, is additional of AN economically-inspired struggle, that probably includes a longer quantity than normal justice-seeking disputes.

Sixteen. Maria Osbeck (2013): the EU biofuels market is stimulating the expansion of palm tree plantations inland. Very little evaluation has but examined the effects on water property bobbing up from this large-scale land-use conversion to the cultivation of bio-gasoline feedstock or set discourse water resource governance in Indonesian locales for the duration of an ample broader political ecology of EU weather politics.

16. Ms. Madhavi Sukhdani (2016): The study says that primary value of criticism procedure is that it's going to assist in minimizing discontent and discontent which may have unfavorable effects upon cooperation & productivity. This paper goals to check the "Effectiveness of grievance handling approach "at Bhilai Jaypee Cement constrained". The employee energy became four hundred for plant. A criticism method is crucial in Brobdignagian enterprise that has varied workers at several tiers with the tip result that the manager is unable to stay a take a look at on everybody or fret in each issue of running.

17. VARUN Hindu deity (2012): Redress strategies are crucial for fundamental fairness. Similarly, they will help deal with obligation problems inside the implementation of social guidelines and supply data to coverage manufacturers regarding coverage layout. To feature expeditiously, a contrivance of redress desires a nicely-designed and inter-connected deliver of redress methods furthermore as, particularly if rights attention isn't always well-advanced all through society, a collection of organizations that stimulate and aggregate involve for redress. On the delivery side, this paper identifies 3 styles of redress processes: body venues interior authorities companies, independent establishments outdoor government departments, and courts. On the selection for side, the important thing institutions are non-governmental businesses/civil

society groups and therefore the fourth estate, each of that wants a receptive political and economic climate to perform correctly.

18. Janice R. Foley (1996): This assessment makes a speciality of the grievance system studies denote within the at some distance aspect decade with specific interest at the pc code (or lack thereof) of social era idea to criticism studies. The precis concludes that the theoretical grounding of recent complaint analysis has improved over the earlier studies, but remains to give up short. Suggestions on the path that criticism research ought to take in the destiny to similarly enhance at the theoretical content fabric of complaint analysis are ready. It is manner argued that principle in complaint evaluation must increase at 2 tiers: the first-rate systems technique, and consequently the laptop code of unique clinical field theories to narrower components of the complaint technique.

19. Janaka Siyambalapitiya (2018): the take a look at explains that HRM practices that can be enclosed with environmental control are acknowledged. A model became in addition projected for the analysis of the affiliation among GHRM competencies and environmental management dimensions that assist the event of environmental overall performance, it truly is one all instructed this look it is the contributions to the literature

CHAPTER-03

Research Design

3.1 Type of Research

Descriptive research has been used in this study which is carried out on the topic grievance redressal mechanism

3.2 Statement of the problem

An examine become carried out to understand whether the personnel are going through any troubles are dissatisfaction at the administrative center and to what extent they may be happy with criticism redressal mechanism accompanied inside the employer. Through this take a look at I located that Employee grievance might also adversely affect the work lifestyle and increase of the employer. Hence, it's miles very big to recognize the reasons which can be ensuing in incidence of complaint inside the personnel at place of work.

3.3 Need for the study

- To presents records about the stage of criticism going on in the organization.
- Provides statistics about causes of worker grievances which results in the development of enterprise
- To recognise how the decisions are applied to solve the worker Grievances.

3.4 Objectives of the study

- To analyse the complaint redressal mechanism.
- To study the notion of factors of complaint redressal mechanism across age, gender, profits stage, designation.
- To have a look at the connection among elements of complaint redressal mechanism and employee delight level of grievance redressal mechanism

3.5 Scope of the study

- The take a look at enables to pick out the employee's opinion on the criticism redressal mechanism of the agency.
- The take a look at changed into supported, patterned and facilitated by means of a worried KPCL official assigned for this motive.
- The employees had been selected for an interview on a random basis for collecting the responses on reasons inflicting grievance.
- The take a look at becoming limited to the records supplied by way of employees at KPCL which covers best the team of workers contributors.
- The study carried out at KPCL will be beneficial for the corporation to restructure its business enterprise contemplating the modified scenario.

3.6 Research Methodology

Survey technique is used in this task. A suitable questionnaire changed into organized to gather the statistics of the respondents. It is the technique of studies regarding the collection of records at once from the employees of Karnataka Power Corporation Limited. It is tabulated with resourceful making plans and Careful analysis. Based in this inferences end are drawn.

The end could point out closer to the achievement.

PRIMARY DATA:

The information utilized in the study has been collected from:

- **QUESTIONNAIRE:** Survey among the official's workers.
- **PERSONAL INTERVIEWS:** With the corporate representatives concerning Grievance that they're facing.

SECONDARY DATA:

The secondary information has been collected from:

- Internet, websites
- Organisation reports

3.6.1 Sampling Design

The time period “pattern” indicates that set of population, it is often of the item, people or a taking place came about. In distinctive words, pattern shows that parts of the population. And also the approach of an assortment of set or component out of the population is named Sampling. The quit end result of choosing pattern is to scale back using your time through conducting an investigation with the whole population and manufacture reliable results. Utilization of much less aid to urge hundreds of outputs.

Population: The population utilized at some point of this study is 1500.

Sample size: The set of the populace is eighty three during this have a look at within the fashion of respondents.

Sampling method: To observe criticism of employees, convenience sampling is employed underneath non-probability sampling method during this examine by way of deliver questionnaires to the workers at Karnataka Power Corporation.

Non-probability sampling fashion, that the part in the population would not have any probability in the direction of being chosen as trouble. It’s less concerned regarding generalization and amassing some initial data in an extremely rapid and cheap manner.

3.6.2 Observation

Data with respect to each variable in the hypothesis need to be obtained. The obtained data forms a basis for the data analysis. The analyzed data can be used in the statistical tool for supporting the hypothesis and find the relationship between the variables through which final interpretation of data is being done.

Data collection or gathering of information can be done by two sources:

- Primary data sources
- Secondary data sources

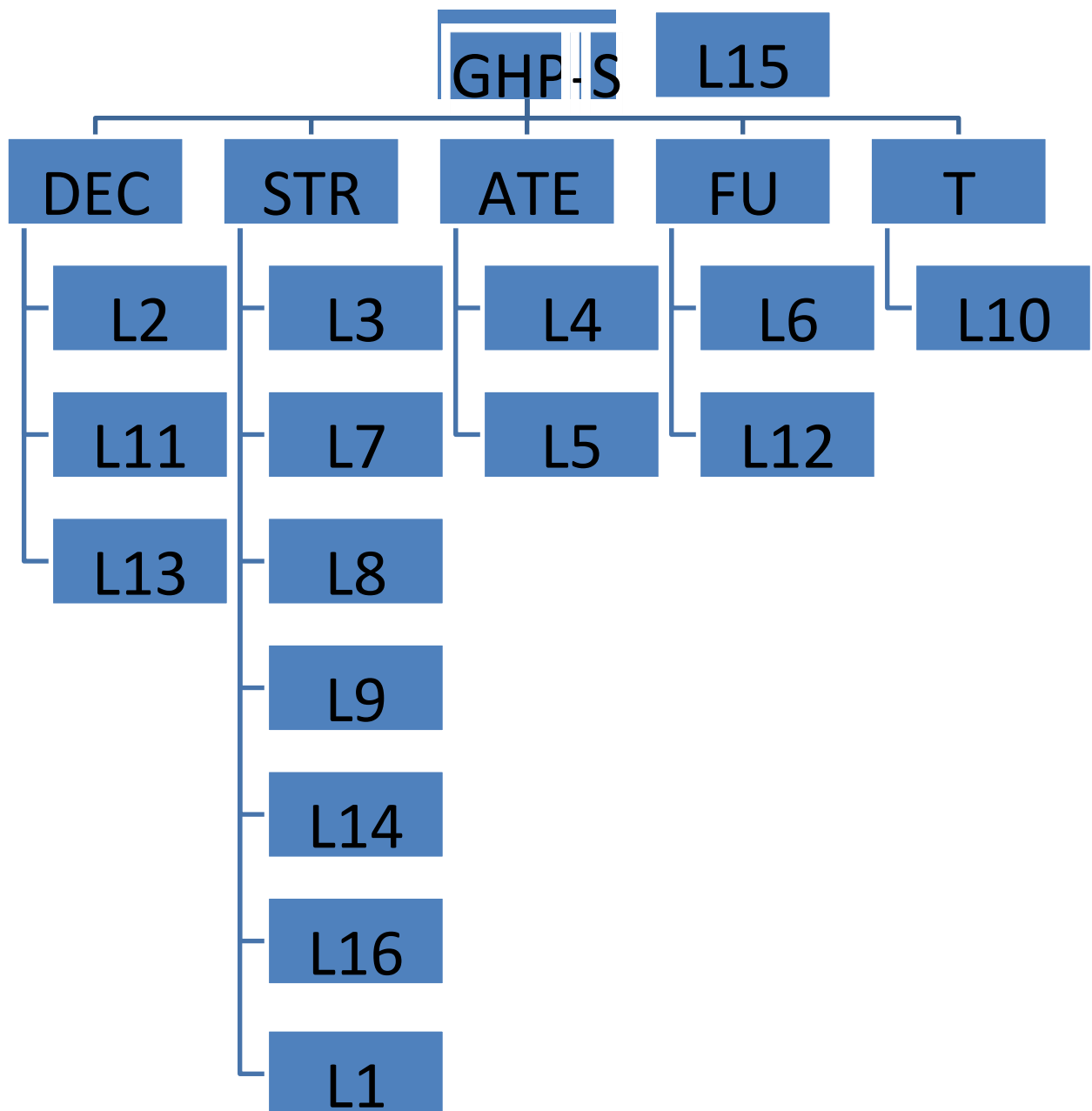
Primary data sources

Primary records refer to the records gathered or received first hand by way of the investigator for the goal of the look at to be performed by way of him or her. The first know-how gathered by using the investigator is thought as the primary understanding

Secondary data Sources

Secondary records refer to the collection of statistics is finished via someone else earlier than the researcher. This information is being used for the purpose of finding applicable data required for the take a look at. This already exists inside the form of books, journals, database etc. This saves time ate up via the number one statistics and price effective too

3.6.3 CONCEPTUAL FRAMEWORK:



Dependent Variables:

- **GHP-S:** Grievance Handling Policy System
 - L15-Satisfaction stage towards Grievance Handling Policy.

Independent Variables

- **DEC-Decision**
 - L2- Satisfaction towards management decision
 - L11- Spirit and give and take between employees
 - L13- In case decision is not satisfied are employees given an opportunity to take it to officials.
- **STR- Structure**
 - L1- Work Culture
 - L3- Awareness of redressal procedure in organisation
 - L7- Approach during grievance handling
 - L8- Information related to grievance
 - L9- Maintenance of record related to grievance
 - L14- Temporary relief for employees until decisions are made
 - L16- Explaining grievance procedure to employees
- **ATE- Attitude**
 - L4- Effectiveness of management in solving grievance
 - L5- Supervisors skills in understanding grievance
- **FU- Follow Up**
 - L6- Awareness about the solution made for solving problems
 - L12- Result of the system followed in solving problem
- **T-Time**
 - L10-Duration required for conveying grievance.

3.6.4 Statistical design

Descriptive Analysis

It will be referred to as a Building block to explain features of the facts, which could be used to summarize the pattern and measures in a simple graphical representation. We could use the above technique to simplify huge information in a realistic way, But at the same time as staring at big traditional information with a single indication, we may be at risk of misrepresenting the Actual records or dropping its significance.

Percentage Analysis

Percentage analysis is a way that is the representation of part of facts fee is split by means of the overall of information fee and is elevated with a hundred. The percentage is entire of 100%.

Percentage = Actual cost / general of information price * one hundred.

One-way Anova

ANOVA approach is based totally at the F- distribution, the essential values of F for d.F. At ranges of importance $\alpha = \text{zero}.05$ and $\text{zero}.01$. This takes a look at is a greater effective statistical device for locating the importance of the variables. The important goal of ANOVA analysis identity to have a look at if there's significance difference among the magnificence means in view of the inherent variables within the separate elegance.

Under one-manner ANOVA we don't forget the most effective one factor and then. Observe that the cause for stated factor to be important is that several feasible sorts of samples can occur inside the factor.

Correlation

Correlation is a relationship between or extra variables. Change in one variable outcome a corresponding exchange inside the other variable those two variables are stated to be correlated.

When one variable will increase and there may be the corresponding impact within the identical sample within the shape of growth and results in +ve 1 is stated to be a flawlessly advantageous correlation between the variables.

When one variable decreases and there is the corresponding impact inside the identical pattern inside the shape of lowering and results in -ve 1 is stated to be perfectly negatively correlation among the variables When or extra variables pass in the same course in a nice manner is stated to be positively correlated and if the variables passed in a terrible manner is stated to be negatively correlated. When there may be 0 among the variables leads to no correlation.

3.6.5 Operational Design

Measurement is the process of mapping components of a domain onto different components of range in step with a few rules of correspondence. In this operational design, it is centred on the scaling approach used for the construction of the questionnaire to conduct analysis and interpretation of the outcome. Table-3.6.5 coding sheet

Sl.No	Variable Code	Variable Name	Scale	Scale Code	Type of Scale
1	D1	Age group	below 25	1	Interval
			25-35	2	
			35-45	3	
			45-55	4	
2	D2	Gender	Male	1	Nominal
			Female	2	
3	D3	Income level	Below lakhs	3 1	Interval
			3-5 lakhs	2	
			5-7 lakhs	3	
			Above 7 lakh	4	
4	D4	Designation	Senior manager	1	Nominal
			Manager	2	

			Senior executive	3	
			Entry level	4	
5	L1	Is work culture strong in your association?	continuously	4	4-POINT
			generally	3	
			Now and again	2	
			infrequently	1	
6	L2	Is it true that you are happy with the administration choice with respect to your complaint?	Firmly concur	5	Likert
			concur	4	
			unbiased	3	
			Oppose this idea	2	
			Firmly oppose this idea	1	
7	L3	Is it true that you are mindful of the redressal technique followed in your association?	Firmly concur	5	Likert
			concur	4	
			unbiased	3	
			Oppose this idea	2	
			Firmly oppose this idea	1	
8	L4	To what in particular level administration is powerful in complaint settlement.	Completely	4	4-POINT
			To a certain extent	3	
			To a satisfactory	2	
			Not at all	1	
9	L5	Do you feel that the boss has the essential human connection abilities as far as understanding your issues?	Very highly skilled	4	4-POINT
			Highly skilled	3	
			Moderately Skilled	2	

			Not skilled	1	
10	L6	Are you being informed on what is being done about your grievance?	Always	4	4-POINT
			Mostly	3	
			Sometimes	2	

			Rarely	1	
11	L7	Is there a positive and friendly approach during grievance handling?	Always	4	4-POINT
			Mostly	3	
			Sometimes	2	
			Rarely	1	
12	L8	Are the issues pertinent to the complaint kept secret?	Exceptionally private	2	Nominal
			Not kept private	1	
13	L9	Are proper records maintained on each grievance?	Firmly concur	5	Likert
			concur	4	
			unbiased	3	
			Oppose this idea	2	
			Firmly oppose this idea	1	
14	L10	Are the methodology for passing on complaint basic and simple to use?	Very simple	2	Nominal
			Difficult to utilize	1	
15	L11	Is there a spirit of give and take & sharing and working together?	Firmly concur	5	Likert
			concur	4	
			unbiased	3	
			Oppose this idea	2	
			Firmly oppose this idea	1	
16	L12	Has the instrument being followed settle your complaint?	Firmly concur	5	Likert

			concur	4	
			unbiased	3	
			Oppose this idea	2	
			Firmly oppose this idea	1	
17	L13	In the event that the choice isn't good would you say you are allowed a chance to take it to authorities?	Firmly concur	5	Likert
			concur	4	
			unbiased	3	
			Oppose this idea	2	
			Firmly oppose this idea	1	
18	L14	Is there any impermanent help given until legitimate choices are made so it doesn't fulfill any unfavourable impacts inside the association?	Firmly concur	5	Likert
			concur	4	
			unbiased	3	
			Oppose this idea	2	
			Firmly oppose this idea	1	
19	L15	Is it accurate to say that you are happy with the complaint taking care strategy of the association?	Firmly concur	5	Likert
			concur	4	
			unbiased	3	
			Oppose this idea	2	
			Firmly oppose this idea	1	
20	L16	Is grievance procedure explained to you?	Firmly concur	5	Likert
			concur	4	
			unbiased	3	
			Oppose this idea	2	

					Firmly oppose this idea	1	
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From the above table it is inferred that used of scaling technique are:

- Nominal scale
- Interval scale and
- Likert scale
- 4-point scale

Nominal scale

The numbers place unit surely convenient labels for the explicit category of activities and consistent with have no quantitative values. Nominal scales offer a convenient way of retaining the tune of people, gadgets and event. It describes difference among matters by way of distributing them to instructions so it's idea of as counted know-how. Interval scale

In the case of c language scale, the period's area unit adjusted in phrases of some rule that has been established as a foundation for creating the devices identical. The gadgets region unit same entirely on thus far jointly accepts the assumptions on that the rule is based.

Likert scale

This is a five rating scale which is used to measure five options on single aspect or any of the thing or object.

Example:

5	Firmly concur
4	concur

3	unbiased
2	Oppose this idea
1	Firmly oppose this idea

4-point scale

This is a 4 point rating scale which helps to measure four options on single aspect or any of the objects.

Example:

4	Always
3	Mostly
2	Sometimes
1	Rarely

3.7 HYPOTHESIS

Hypothesis-1

H: There is not any tremendous difference among grievance redressal mechanism elements and age, gender, profits stage and designation.

H1: There is a tremendous difference between complaint redressal mechanism factors and age, gender, profits degree and designation.

Hypothesis-2

H: There is no substantial difference among criticism redressal mechanism elements and courting between employee pride levels of criticism redressal mechanism.

H1: There is a sizable distinction among complaint redressal mechanism factors and courting between employee satisfaction tiers of grievance redressal mechanism.

3.8 Limitations

- The study turned into limited to the regulations and practices being observed in KPCL
- Time supplied for the look at becoming restricted. It becomes now not feasible to examine in-depth due to shortage of time.

3.9 Chapter Scheme

Chapter 1: Introduction

Introduction, commercial enterprise profile and organization profile: Promoters, Vision, Mission and Quality Policy. Products/offering profile regions of operation, infrastructure facilities, competition 'information, SWOT Analysis, Future growth and potentialities and cash.

Chapter 2: summary of historical past and Literature assessment

The theoretical background of the study, literature overview with analysis hole (with minimum twenty literature evaluations).

Chapter 3: evaluation of fashion

Statement of disadvantage would really like for the take a look at, targets, Scope of the take a look at, technique, Hypotheses, barriers, Chapter subject matter.

Chapter 4: Analysis and Interpretation

Analysis and interpretation of the statistics- amassed with applicable tables and graphs. Results received by victimization applied arithmetic gear ought to be enclosed.

Chapter 5: Findings, Conclusion and Suggestions:

Summary of findings, Conclusion and Suggestions/Recommendations

Bibliography

Annexure applicable to the venture like figures, graphs, pix and many others

Chapter 4

Data Analysis and Interpretation

4.1 PERCENTAGE ANALYSIS

4.1.1 AGE GROUP OF THE RESPONDENTS IN THE ORGANISATION

Table-4.1.1 GENDER OF THE RESPONDENTS

Age Group	Number of respondents	Percentage
Below 25	67	80.72289
25-35	14	16.86747
35-45	2	2.409639
45-55	0	0
Total	83	100

INFERENCE: From the higher than desk it is observed that majority of the respondents that is 80 one are vintage under twenty 5 years which suggests majority of pressure are kids United Nations employer have best capacity to parent and gain pushed by self development, seventeenth are from 25-35 years and a couple of is from 35-45 years.

4.1.2 GENDER OF THE RESPONDENTS OF THE ORGANISATION

Table-4.1.2 GENDER OF THE RESPONDENTS OF THE ORGANISATION

Gender	Number of respondents	Percentage
Male	51	61.44578
Female	32	38.55422
total	83	100

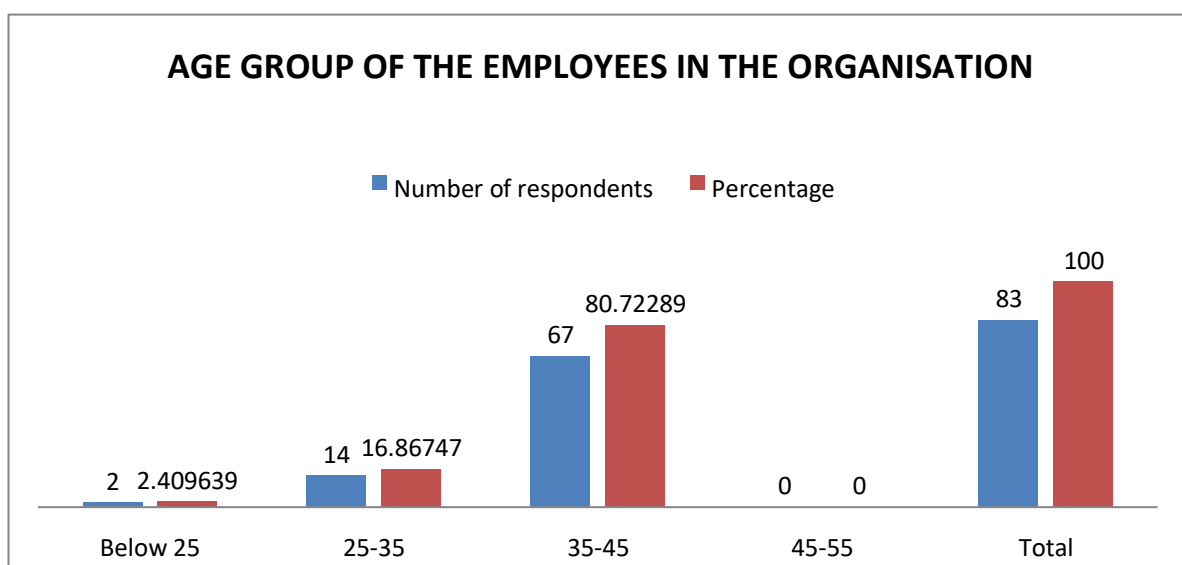
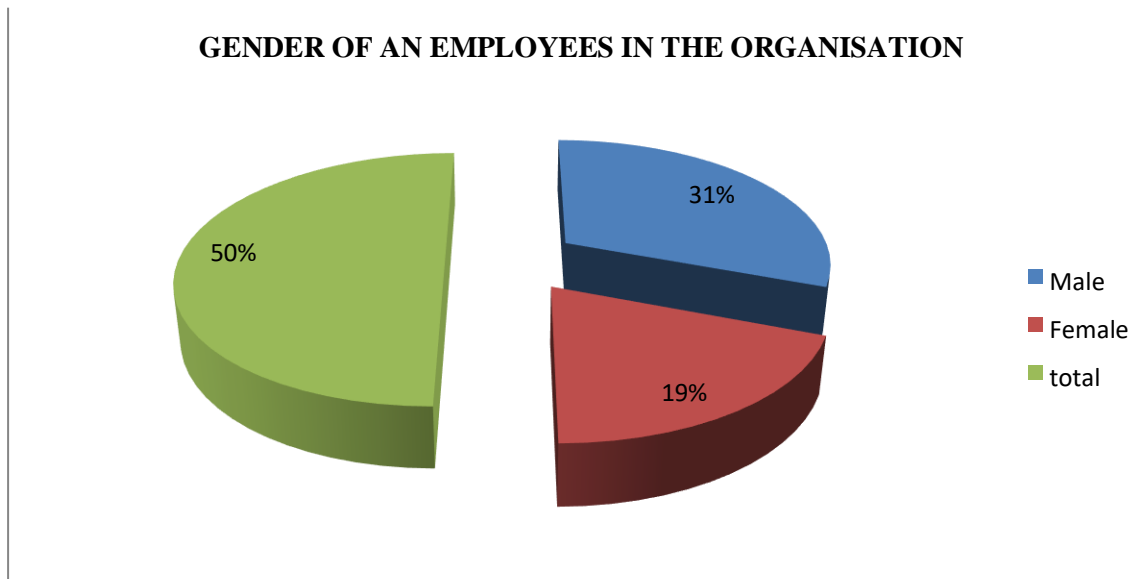


CHART-2



INFERENCE: Survey performed in the organisation says that 39% of respondents are females and sixty one% are male respondents that is majority. This indicates that the company has majority of male employees than woman. As we recognize that KPCL deals with power era, there may be a miles discipline work involved they lease male personnel more than female.

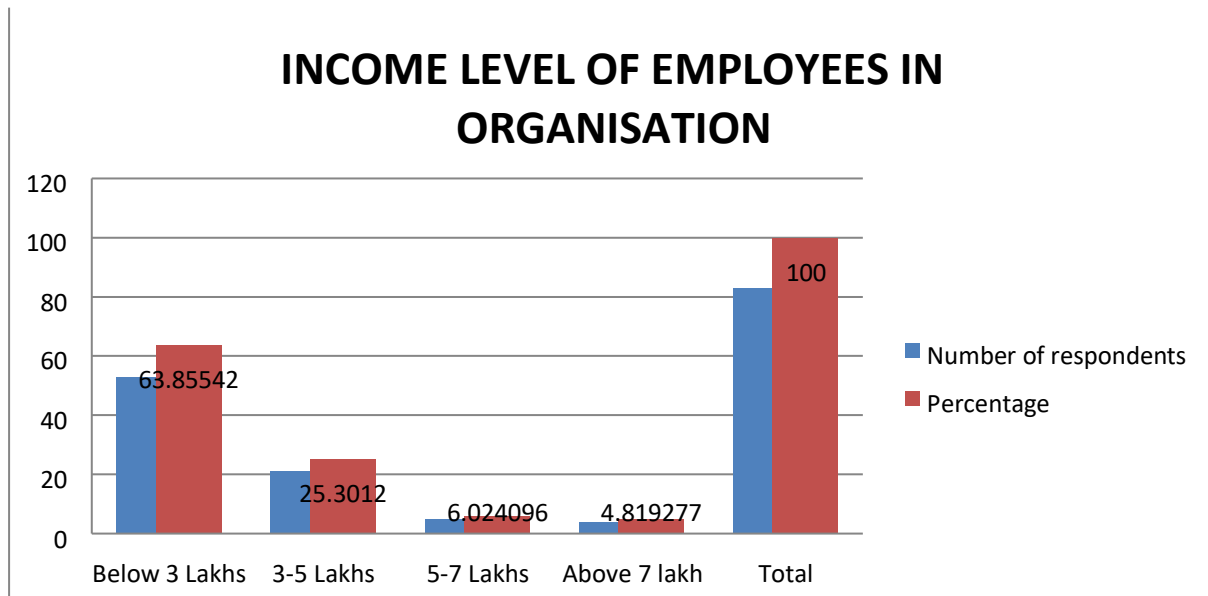
4.1.3 INCOME LEVEL OF THE RESPONDENTS OF THE ORGANISATION

Table-4.1.3 INCOME LEVEL OF THE REPENDENTS OF THE ORGANISATION

Income Level	Number of respondents	Percentage
Below Lakhs	3	
	53	63.85542
3-5 Lakhs	21	25.3012

5-7 Lakhs	5	6.024096
Above 7 Lakh	4	4.819277
Total	83	100

CHART-3



INFERENCE: It changed into found that 63.8% of the respondents are incomes beneath 3 lakhs, and 25.30% of the personnel get 3lakhs to five lakhs of the yearly profits. 6% of the staff get five-7 lakhs and four.8% of the people get above 7 lakhs so we will say that the earnings of the employees are accurate which might assist them to grow their standards.

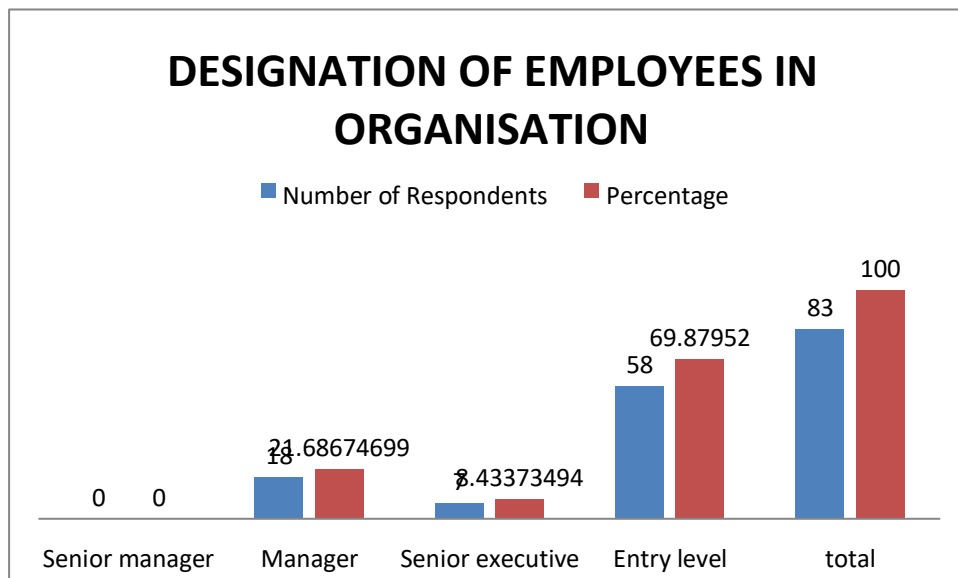
4.1.4 DESIGNATION OF THE RESPONDENTS IN THE ORGANISATION

Table-4.1.4 DESIGNATION OF RESPONDENTS IN THE ORGANISATION

Designation	Number of Respondents	Percentage
Senior manager	0	0
Manager	18	21.68674699

Senior executive	7	8.43373494
Entry level	58	69.87952
total	83	100

CHART-4



INFERENCE: 21% of the personnel are in the managerial stage, 8.4% of the personnel are senior executives and sixty-nine % of the employees are at access stage because of this that lower degree employees are extra than a managerial degree.

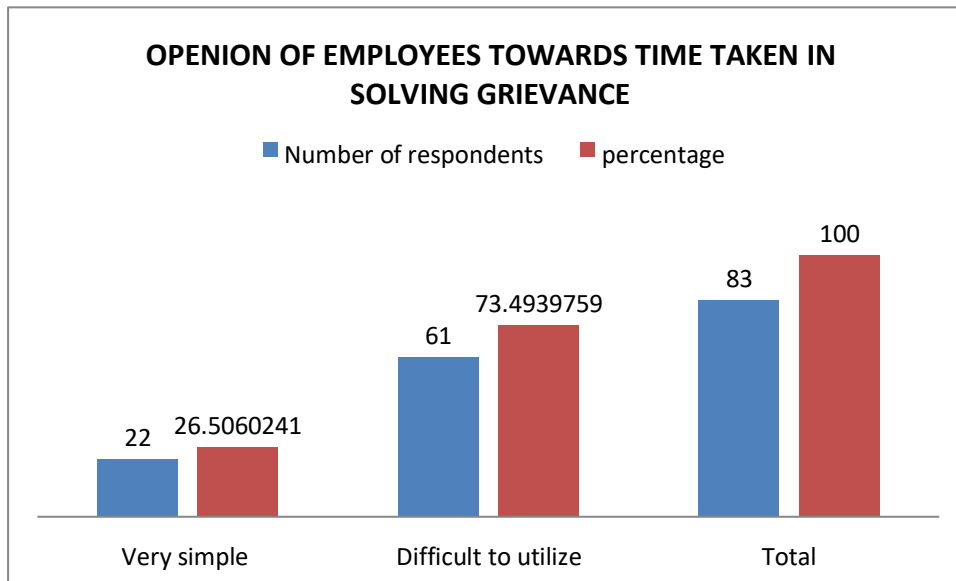
4.1.5 OPENION OF EMPLOYEES TOWARDS GRIEVANCE REDRESSAL MECHANISM IN ORGANISATION.

Table-4.1.5 OPENION OF RESPONDENTS TOWARDS GRIEVANCE REDRESSAL MECHANISM

Objectives	Number respondents	of	percentage

Very simple	22	26.506024
Difficult to utilize	61	73.493976
Total	83	100

CHART-5



INFERENCE: 73.4% of the personnel say that it's difficult to utilize the grievance redressal mechanism to personnel incorporation and 26.5% of the worker say it's very clean to deliver them so we will say that it's very hard to deliver the grievance redressal mechanism

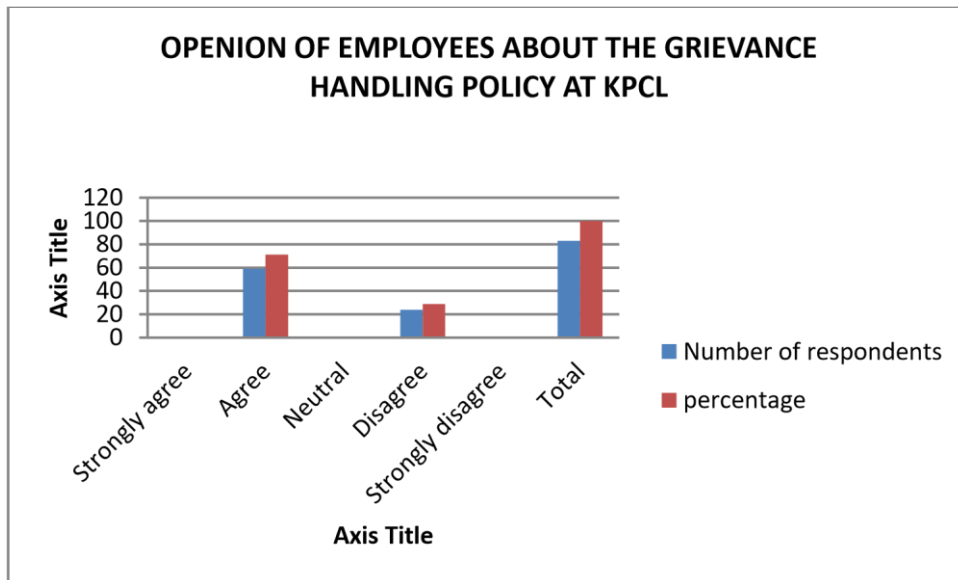
4.1.6 OPINION OF EMPLOYEES ABOUT THE GRIEVANCE HANDLING POLICY AT KPCL.

Table-4.1.6 OPINION OF EMPLOYEES ABOUT THE GRIEVANCE HANDLING POLICY

GHPS	Number of respondents	Percentage
Strongly agree	0	0
Agree	59	71.0843373

Neutral	0	0
Disagree	24	28.9156627
Strongly disagree	0	0
Total	83	100

CHART-6



INFERENCE: 71% of the people agree that grievance managing coverage says that its exact, 29% of the employee disagrees that grievance coping with coverage is right. So we can say that grievance coping with the policy in KPCL is good and it'll help the personnel in fixing the hassle.

4.2 DESCRIPTIVE STATISTICS

Objective 1: To analyse the Grievance Redressal Mechanism at Karnataka Power Corporation limited.

Table-4.2 DESCRIPTIVE ANALYSIS BASED ON RESPONDENTS

Aspects	Options	Responses	Mean	Standard deviation

Work culture	Strongly agree	2	3.048192771	0.854024
	Agree	22		
	Neutral	29		
	Disagree	30		
Awareness of redressal procedure in organisation	Firmly concur	1	3.493975904	0.874761
	concur	62		
	unbiased	0		
	Oppose the idea	21		
	Firmly oppose the idea	0		
Approach during grievance handling	Always	29	2.963855422	0.903189
	Mostly	25		
	Sometimes	26		
	Rarely	3		
Information related to grievance	Highly confidential	62	1.746987952	0.437381
	Not kept confidential	21		
Maintenance of record related to grievance	Strongly agree	1	3.686746988	0.731315
	Agree	70		
	Neutral	1		
	Disagree	13		

	Strongly disagree	0		
Temporary relief for employees until decisions are made	Firmly concur	0	3.542168675	0.845378
	concur	64		
	unbiased	1		
	Oppose the idea	19		
	Firmly oppose the idea	1		
Explaining grievance procedure to employees	Firmly concur	1	3.421686747	0.912254
	concur	59		
	unbiased	1		
	Oppose this idea	24		
	Firmly oppose this idea	0		

Satisfaction towards management decision	Firmly concur	13	3.746987952	0.778418871
	concur	40		
	unbiased	26		
	Oppose this idea	4		
	Firmly oppose this idea	1		
Spirit and give and take between employees	Firmly concur	1	3.445783133	0.90058263
	concur	60		
	unbiased	1		
	Oppose this idea	23		
	Firmly oppose this idea	0		
Effectiveness of management in solving grievance	Completely	18	2.939759036	0.738313794
	To a certain extent	44		
	To a satisfactory extent	19		
	Not at all	2		

Supervisors skills in understanding grievance	Very highly skilled	22	2.674698795	0.898622709
	Highly skilled	14		
	Moderately Skilled	45		
	Not skilled	2		
Awareness about the solution made for solving problems	Always	29	2.903614458	0.918833537
	Mostly	19		
	Sometimes	33		
	Rarely	2		
Result of the system followed in solving problem	Firmly concur	1	3.325301205	0.951358896
	concur	55		
	unbiased	1		
	Oppose this idea	28		
	Firmly oppose this idea	0		

INFERENCE:

As shown inside the desk the mean is three.048192771 which represents that the personnel are reasonably happy with the paintings way of life in the organisation.

- According to the survey performed majority, this is 64% of personnel agree that they are aware of the redressal technique accompanied within the company wherein the suggested price of the equation is 3.493975904
- In the organization majority of the employees are strongly agree that there exists a high-quality and friendly technique closer to them in the course of the grievance coping with based on their responses the suggested cost is two.963855422
- sixty-two % which gives the suggest cost of 1.746987952 says that topics that are applicable to criticism in the business enterprise are particularly exclusive.

- Mean value of 3.686746988 that's calculated from the responses were given from the respondents for preserving the proper records of each criticism.
- three.542168675 is the suggestions were given from employees responses on enterprise providing a transient remedy to employees if choices are not high-quality or time-ingesting.
- 3.421686747 is the mean arrived evaluating opinions of employees on the information of criticism settlement process.
- Mean for worker pleasure towards the management choice is three.746987952 and spirit of providing and take and sharing and working together among employee the suggest derived is 3.445783133
- The mean which is 2.939759036 arrived from critiques given by using employees to what extent control is effective in fixing complaint.
- Through descriptive evaluation imply received is two.674698795 from the responses got from respondents about supervisors ability sets in information grievance.
- Mean that's 2.903614458 are privy to the solutions made for solving the grievance.
- Mean got after calculating the ability of grievance mechanism observed through enterprises.

4.3 ONE WAY ANOVA ANALYSIS

Objective 2: To take a look at the perception of elements of complaint redressal mechanism across age, gender, income stage, designation.

Hypothesis 1

Ho: There is no huge distinction among grievance redressal mechanism elements and age, gender, income level and designation.

H1: There is a good-sized difference among criticism redressal mechanism factors and age, gender, profits degree and designation.

ANOVA: Single factor

Table -4.3 ANOVA ANALYSIS BASED ON RESPONSES

SUMMARY

<i>Groups</i>	<i>Count</i>	<i>Sum</i>	<i>Average</i>	<i>Variance</i>
Age group	83	101	1.216867	0.220688
Gender	83	134	1.614458	0.239788
Income level	83	126	1.518072	0.667352
Designation	83	289	3.481928	0.691743
Procedure of GRP	83	259.7143	3.129088	0.197419
SUPERVISORS ATTITUDDE	83	233	2.807229	0.407508
Follow-Up	83	258.5	3.114458	0.514179

Time	83	144	1.73494	0.197179
Decision Made	83	294.3333	3.546185	0.370131

INFERENCE: The above table is the summary of single factor ANOVA which represents the perception of factors grievance redressal mechanism and age, gender, income level and designation.

ANOVA

<i>Source of Variation</i>	<i>SS</i>	<i>df</i>	<i>MS</i>	<i>F</i>	<i>Pvalue</i>	<i>F crit</i>
Between Groups	572.1933	8	71.52416	183.6052	0.0000	1.950932
Within Groups	287.4909	738	0.389554			
Total	859.6842	746				

INFERENCE: ANOVA desk represents the age organization, gender, earnings stage, designation, there is a huge difference among these variables and their range cost of (f=183.6052, P=zero<zero.05) from this analysis its miles comprehensible that null speculation is not proper and alternative speculation is proved great and perfect.

4.5 CORRELATION

Objective three: To look at the relationship between elements of criticism redressal mechanism and employee satisfaction level of criticism redressal mechanism.

Hypothesis 2

H0: There isn't any significant distinction between complaint redressal mechanism elements and relationship among employee pride levels of grievance redressal mechanism.

H1: There is a tremendous distinction between criticism redressal mechanism elements and the relationship between worker pride stages of complaint redressal mechanism.

Table -4.5.1 CORELLATION ANALYSIS BASED ON REPOSSES FROM RESPONDENTS

	<i>Procedure of SUPERVISORS</i>				<i>Decision</i>	
	<i>GRP</i>	<i>ATTITUDDE</i>	<i>Follow-Up</i>	<i>Time</i>	<i>Made</i>	<i>GHPS</i>
Procedure of						
GRP	1					
SUPERVISORS						
ATTITUDDE	0.377487803	1				
Follow-Up	0.622902709	0.348508002	1			
Time	0.28149797	0.183231052	0.36454222	1		
Decision Made	0.584570458	0.405246528	0.451313306	0.121103108	1	
GHPS	0.461503757	0.141290291	0.270209744	0.098657708	0.400282411	1

INFERENCE: There exists a positive correlation among the variables. So, there is a significant difference between levels of employee satisfaction.

CHAPTER-5

5.1 FINDINGS, SUGGESTIONS AND CONCLUSIONS

5.1.1 FINDINGS

Emphasis has been placed on the effect of Grievance Redressal Mechanism on employee troubles at kingdom Power Corporation restricted as obvious for the duration of the amount of the facts collection.

- sixty-one of the team of workers inside the enterprise are male workers.
- eighty-one of people operating within the agency aged are over thirty 5, for this reason, we are able to say that they may be intimate with and that they have got the energy to resolve the matter.
- The quantity of employees operating in KPCL is sixty-six Graduates which means all of the workforces are knowledgeable and have the strength to cogitate the problem and face them throughout a better approach.
- There are 26 of employees are pleased with the present Grievance agreement technique followed in the agency they are pronouncing that it helps them to increase their efficiency of exertions.
- Seventieth of the team of workers say that prime management is partial in giving sincere answers for their conflicts.
- sixty-nine % of the body of workers are at the entry stage which shows that they are additional innovative in their questioning and lively.
- 21% of the body of workers are in social manage degree and eight.Four% of the team of workers are senior executives therefore the organization conjointly has intimate with personnel during a wanted percentage that enables in creating proper alternatives referring to any activity that takes vicinity within the employer.
- 63% of workers within the employer get the financial gain of 3Lakh as soon as a year that is aside from their bonus and reimbursement which is nice.

- Most of the staff are fairly mitigated through the solution given for his or her criticism this makes personnel stay calm and if necessary inside the within the meantime control takes corrective measures to modify any movements are choices.
- Majority of workers are engineers and publish graduates at KPCL
- Most of the staff have a complaint with running conditions it is wherever they face problems that unresolved may want to purpose absence because of a non-violent environment motivates employees to grant their fine.
- Most of the workforce inside the organisation document the grievance to their worried department manager
- Larger a part of the team of workers categorical their troubles every verbally and in written kind and some grievances which are submitted in writing the control may want to hold them for the long term reason.

5.1.2 SUGGESTIONS

- Organisation must create all the staff aware of Grievance Redressal coverage thoroughly and its strategies as a result of consistent with the survey performed totally twenty six personnel understand the grievance process accompanied in the enterprise.
- totally 33 of people are satisfied with the alternatives taken by the management. Thus it is to try hard in presenting a extraordinarily effective solution for the grievances obtained.

- The business enterprise must have a repository for storing the criticism subjects in every department of the organisation which might be beneficial in referring the preceding grievances keep on in creating a call for an equal grievance subject.
- Organisation ought to enforce associate diploma approach in such some manner that it's going to resolve any fairly grievances happens in timely manner.
- Associate diploma corporation have to take strict measures to adopt warding off and to check on repetition of cause at the back of conflicts.
- The control have to frame a policy anywhere the worker facing misconduct or discontentedness this is in vital stage could without delay take it to prime degree.
- The body of workers should be unbroken conscious regarding the criticism status through the control that's able to facilitate the personnel apprehend whether or no longer a solution for his or her complaint is solved or now not.
- The agency have to setup partner diploma notion enclose regions anywhere essential to workers United Nations organisation do not seem to be open in sharing their grievance directly, will call thought box

5.1.3 CONCLUSIONS

- A survey carried out inside the corporation says that 39% of respondents are girls and sixty-one % are male respondents which are the majority. This suggests that the business enterprise has a majority of male personnel than a lady.
- It was discovered that 63.8% of the respondents are earning under 3 lakhs, and 25.30% of the employees get 3lakhs to five lakhs of the yearly profits.

- We can say that the profits of the employees are suitable which would assist them to increase their requirements.
- seventy-Four% of the employees say that it's difficult to utilize the criticism redressal mechanism to employees in employer and 26.5% of the worker say it's very clean to convey them so we are able to say that its very tough to deliver the complaint redressal mechanism.
- Grievance dealing with policy in KPCL is ideal and it's going to help the employees in solving the hassle.
- As proven in the desk the mean is three.048192771 which represents that the personnel are reasonably happy with the paintings lifestyle in the business enterprise.
- ANOVA table represents the age institution, gender, income stage, designation, there's a wide difference among these variables and their range value of ($f=183.6052$, $P=zero<zero.05$) from this analysis it's far understandable that null hypothesis isn't always perfect and alternative hypothesis is proved sizable and suitable.
- There exists an effective correlation a number of the variables. So, there is a big distinction among ranges of employee delight.

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ANEXTURES

Questionnaires

1. Age group
 - A. Below 25
 - B. 25-35
 - C. 35-45
2. Gender
 - A. Male
 - B. Female

three. Income stage

- A. Below 3 lakhs
- B. Three-five lakhs
- C. Five-7 lakhs
- D. Above 7 lakhs

4. Designation

- A. Senior supervisor
- B. Manager
- C. Senior Executive
- D. Entry level

5. Is work lifestyle supportive in your business enterprise?

- A. Always
- B. Mostly
- C. Sometimes
- D. Rarely

6. Are you glad about the management selection concerning your complaint?

- A. firmly concur
- B. concur
- C. unbiased
- D. oppose this idea
- E. firmly oppose this idea

7. Are you aware of the redressal procedure followed on your organization?

- A. firmly concur
- B. concur
- C. unbiased
- D. oppose this idea
- E. firmly oppose this idea

8. What level control is powerful in complaint agreement.

- A. Completely
- B. To a positive extent

- C. To a fine stage
- D. Not in any respect

9. Do you feel that the supervisors possess necessary human competencies in phrases of know-how your troubles?

- A. Very especially professional
- B. Highly professional
- C. Moderately professional
- D. Not professional

10. Are you being knowledgeable on what is being done approximately your grievance?

- A. Always
- B. Mostly
- C. Sometimes
- D. Rarely

11. Is there a fantastic and friendly method for the duration of the grievance managing?

- A. Always
- B. Mostly
- C. Sometimes
- D. Rarely

12. Are the matters relevant to the criticism saved private?

- A. Highly exclusive
- B. Not kept private

13. is proper information maintained on every grievance?

- A. firmly concur
- B. concur
- C. unbiased
- D. oppose this idea
- E. firmly oppose this idea

14. Are the approaches for conveying complaint easy and easy to utilize?

A. Very simple

B. Difficult to make use of