



## Grievances Handling in Nepal Telecom



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Grievance is real or imagined cause for complaint to acquire something. Employee's grievances are a matter of important concern for human resource management. Grievances are employee's perception of unfair treatment on the job when it is manifested in feelings of discontent or dissatisfaction. It is employee's expectations and managerial practices relating to conditions of employment. When employee's or union complaint is brought to the notice of management, it becomes grievance.

Nepal Telecom has about 6 thousands employees and 5 registered unions are working. Among 5 unions presently (NTCWU) is Collective Bargaining Agent (CBA). Most of the employees are divided mainly into four unions. They are Nepal Telecom Workers Union and Nepal Telecom Employees Union. Nepal Telecom Employees Union & National Employees Organization of Nepal. Employees of Nepal Telecom use to come to management directly by themselves or through unions with various grievances such as transfer, placement, promotion, training, seminar, workshop, continuity of service, job security, seniority, permanent, disciplinary actions, without pay deputation, medical expenses, and so on.

This is a challenging job in people management. Effective managers in Telecom should develop an organizational climate which prevents grievances. They should anticipate problem areas relating to grievances and pro act to correct them. However, grievances are present in most of the organizations. Telecom must handle grievance effectively and promptly to gain employee's confidence. The goal of grievance handling is to reduce or eliminate employee dissatisfaction.

Let us discuss approaches for grievance handling in Nepal Telecom.

### 1. ***Open Door Policy (Informal Approach):***

The employees are invited to walk-in at any time and express their grievances to even higher levels of management. This process is being in office incharge's room, manager's room, Deputy Director's room, and Managing Directors chamber. The problem is solved in a mutually way. Sometimes this approach is implemented even in mass meeting.

### 2. ***Legal Compliance (Labor Contract Approach):***

Sometimes management has to take a legalistic view in handling grievance. It follows the contract with unions and employees. The process, time and some other things may also specify in the contract.

### ***Nepal Telecom has to follow the following guidelines for grievance handling.***

1. Give the grievant a good and full hearing.
2. Handle and investigate each grievance thoroughly and promptly.
3. Fully examine prior grievance records of the grievant.
4. If possible visit the work area or field office or things happened place.
5. Treat to union proper representatives as our equal in discussions.
6. Sometimes it has to be individually hold.
7. Be objective in making settlements of the grievance.
8. Follow-up on the impact of settlement of grievance.
9. Always try to settle grievance in latten position

Dealing with employees grievance is not easy task. It is a difficult task for the management. The management should have positive thinking towards union and employees grievances. The managements positive response helps to bring the employees nearer to management and negotiates the grievances. It fulfills the organization's goal. ●