

GoApptiv Private Limited

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Grievance Redressal Policy

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	Drafted by	Reviewed by	Approved by
Signature	Sd/-	Sd/-	Sd/-
Designation	Sr Manager – HR	CHRO	CEO
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Date	29 October 2024	29 October 2024	30 October 2024

As per section 9C of the Industrial Disputes Act, 1947 of India (IDA), every employer employing at least 20 workmen, is required to set up a Grievance Redressal Committee (GRC) for resolution of the disputes arising out of grievances of the workmen.

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SHORT TITLE AND COMMENCEMENT

This Policy shall be called the 'Grievance Redressal Policy'. It shall come into force with effect from the date of notification.

PURPOSE

GoApptiv believes in employee satisfaction. Our employees are our family and their satisfaction and content is our joy.

The main purpose of this policy is to explain how employees can voice their complaints in a beneficial way.

GoApptiv encourages the employees to talk about their grievance through the fair grievance procedure for a supportive and pleasant workplace for everyone.

SCOPE

This policy applies to all of the employees regardless of their job position or job status in the company.

OBJECTIVE

GoApptiv is committed to providing a productive and conducive work environment where grievances are dealt fairly and promptly. The objective of this policy is to facilitate a work culture where no grievances exist and also help in improving performance and productivity of the concerned employees of the Company.

DEFINITION

An employee grievance is a concern, problem, or complaint that an employee has about their work, the workplace, or someone they work with this includes management.

These doesn't include communication done for the purpose of seeking guidance or explanation.

The grievance may include complaints about:

- a. Workplace Harassment
- b. Health and Safety
- c. Supervisor behaviour
- d. Adverse changes in employee conditions

If the matter is related to Sexual Harassment, the matter to be reported to ICC, notice board has the contact details, requesting to check.

"Company" means "GoApptiv Private Ltd."

RIGHTS & RESPONSIBILITIES

The employee who files the grievances can reach out their direct superior or HR department. File a form explaining the situation in detail. Appeal on any formal decision

The person against whom the grievance is filed has the right to:

- Receive a copy of the allegations
- Appeal on any formal decision.

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The company is obligated to:

- Conduct a formal grievance procedure
- Investigate without prejudice
- Treat all the employees fair
- Maintain confidentiality
- Maintain a safe environment

PROCEDURE

Report to the Immediate Superior: The superior should be reported first. They should attempt to resolve and communicate the same to the employee within '7' business days.

Presentation to the HR Head: If the supervisor is not able to solve the issue, the employee must take the matter to the HR head. It is the duty of the HR Head to collect all the facts and investigate the matter before resolving the grievance within '3' business days.

On receiving the grievance, the HR Department shall

- Ask the employee to fill out a grievance form (Ref. Annexure A)
- Understand the matter clearly by talking to the employee
- Provide a copy of allegations to the employee against whom the charges are filed
- Investigate without prejudice
- Update the employees involved in the situation
- Take corrective actions

In case of appeal, more information should be gathered and more investigation should be made, keep a record of the same.

If the concerned employee is not satisfied by the decision of the Committee, the committee will refer such case to the CEO.

REPORTING

The Grievances Redressal Committee will report to the CEO of the Company.

A quarterly written report of grievances handled will be submitted to the CEO of the company. Tracker to be maintained as per the format described in Annexure B

INTERPRETATION AND AMENDMENTS

Notwithstanding anything contained above, the CEO may modify, alter, delete or add any clause or sub clause to this Policy as and when considered necessary for the efficient conduct of the Company's business.

The CEO shall be the final authority in the interpretation of this Policy and in the cases not covered by this Policy his decision shall be final.

Annexure A

Employee Grievance Form

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Grievant Information	
Employee Code	Employee Name
Job Title	Email ID
Details of Event Leading to Grievance	
Date, Time & Location of Event	Witness if available
Account of Event Provide a detailed account of the event. Include details of any additional persons involved. Provide proofs	Violations Provide a list of any policies, procedures or guidelines you believe have been violated in the event described
Proposed Solution	
Please retain a copy of this form for your own records. As the grievant, your signature below indicates that the information you have provided in this form is truthful.	
Employee Signature	Date
Received by (Pl write name & Designation)	Date
Grievance ID Number Allocated	
Remarks If any	

Annexure B

Grievance Tracking Template

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Grievance ID	Date Reported	Grievant	Issue	Resolution / Action Required	Status	Date Resolved	Remarks if any

To be submitted on quarterly basis to CEO.