



# Grievance Redressal Mechanism Policy

Effective From: 07-Sept-2023

Revision No.:00

Policy Type: Public

## 1. Introduction

The Company is committed to maintaining a fair and transparent work environment where all stakeholders can voice their concerns and grievances without fear of retaliation. This Grievance Redressal Mechanism Policy outlines the procedure for stakeholders to raise and resolve grievances in a timely and effective manner.

## 2. Objective

The objective of this policy is to provide a structured framework for addressing and resolving grievances raised by any stakeholder promptly, impartially, and confidentially.

## 3. Scope

This policy applies to all stakeholders of the Company, internal and external.

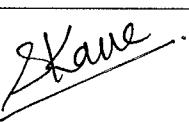
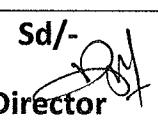
## 4. Definitions

- **Grievance:** Any concern, complaint, or dissatisfaction raised by a stakeholder related to any matter (other than whistle blowing) with the Company.
- **Internal Stakeholders:** Groups or individuals within a business who work directly within the business, such as employees and contractors.
- **External Stakeholders:** Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some way from the decisions of the business, such as customers, suppliers, community, NGOs and the government.

## 5. Grievance Redressal Mechanism

- **Reporting Procedure:**

In the event of any grievances, stakeholders are encouraged to submit their grievances through the whistleblower and grievance redressal mechanism portal. i.e. <https://akath-whistleblowing.reliableautotech.com/> by opting appropriate category.

<p>Sd/- Head - HR</p> <p></p>	<p>Sd/- Director</p> <p></p>
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**Confidentiality:** All grievances reported will be treated with utmost confidentiality, and only individuals involved in the grievance resolution process will have access to the information provided.

- **Investigation and Resolution:** Upon receipt of a grievance, the Grievance Redressal Officer or designated individual or steering committee as may be formed will promptly investigate the matter, gather relevant information, and work towards resolving the grievance in a fair and impartial manner.
- **Timely Resolution:** Every effort will be made to resolve grievances within a reasonable timeframe. However, the complexity of the grievance and the availability of relevant information may impact the resolution timeline.
- **Escalation:** If any stakeholder is not satisfied with the resolution provided, they may escalate the grievance to the next level of management or seek guidance from higher authorities within the Company.
- **Register of Grievances:** All records including grievance forms, investigation notes, interviews and minutes of meetings will be securely filed and confidentiality is maintained for all parties involved and details should be maintained in the register as annexed with this policy.

### 6. Non-Retaliation

The Company prohibits any form of retaliation against any stakeholder who raises grievances in good faith. Any acts of retaliation will be subject to disciplinary action as may be taken appropriately by the Company.

### 7. Communication and Awareness

This policy will be made readily available through the Company's communication channels.

### 8. Review and Updates

This policy will be reviewed periodically to ensure its effectiveness and relevance.

Sd/-

Head - HR

Sd/-

Director



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### 9. Conclusion

The Company is committed to fostering a culture of open communication and transparency, and this Grievance Redressal Mechanism Policy serves as a testament to that commitment.

#### Annexure – A - Grievance Register

Stakeholder	Date received	Stakeholder Contact Officer	Grievance Description	Cause of the grievance	Outcome	If a resolution was offered, please indicate 'accepted' or 'not accepted'.	Remark

Sd/-

Head - HR

Sd/-

Director



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<b>Organizations</b>	Reliable Autotech Pvt Ltd
<b>Document number</b>	RAPL/HR/PLY/GRM
<b>Release Date</b>	07-Sept-2023
<b>Revision No.</b>	00
<b>Date of Revision</b>	
<b>Revision No.</b>	
<b>Date of Revision</b>	

<b>Recommended By</b>	<b>Title</b>	<b>Date</b>	<b>Signature</b>
Sourabh Kane	Head - HR	07-Sept-2023	

<b>Approved By</b>	<b>Title</b>	<b>Date</b>	<b>Signature</b>
Devendra Bapat	Director	07-09-2023	

### Confidentiality:

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Sd/- <b>Head - HR</b> 	Sd/- <b>Director</b>
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