



## **Grievance Redressal Policy**

## **Purpose and Objective**

The prime objective of the grievance redressal procedure is to promote practices and procedures which would ensure creation and sustenance of healthy employer-employee relationship, expeditious settlement of genuine grievances of employees so as to increase satisfaction on the job, resulting in improved productivity and efficiency of the organization. Besides this, it may result in strengthening the team spirit among all the members to perform in concert which is necessary to achieve the goals of the organization.

## **Scope**

Grievance mean a grievance relating to any employee arising out of the implementation of the policies, rules or decisions of the Company, Code of conduct, Ethics, Sexual Harassment. The grievance will include any matter relating to Employee Benefits working conditions / Environment, non-extension of benefits under rules, interpretation of Service Rules, Settlements of an individual nature.

## **Procedure for Handling Grievances:**

The following is the Dispute / Grievance Redressal hierarchy and all the complaints / disputes / grievance should be addressed and resolved by the concerned within a reasonable time frame and to report the Designated Official at Registered Office about the nature of dispute / grievance and its resolution status at regular intervals.

Any aggrieved employee shall first present his/her grievance verbally or in writing to the concerned head of the department or directly to the HR Representative of concern Division, through registered email i.e., [hr@likhitha.in](mailto:hr@likhitha.in) or contact No. 040-23752657.

The HOD / HR, after assessment of the issue, will address the same in the best feasible manner, if need be, with guidance from the management within the reasonable time. If the employee is not satisfied with the answer, he/she can approach to the concerned authority appointed by management for that purpose directly to seek an equitable solution.

## **Amendments**

Proposals for amendments to this document may be submitted to the Human Resource Department for review. If the review results in the need to amend the Policy, Human Resource personnel will draft the proposed amendment. Upon approval, the proposed amendment will be included in this Policy.

Management reserves the right to amend, abrogate, modify and revise any or all clauses of this policy depending upon market practices or exigency of business.