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## GRIEVANCE HANDLING POLICY

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### 1. Purpose

TechnoSphere India Private Limited is committed to providing a fair, transparent, and effective process for addressing employee grievances. This Policy aims to ensure that all employment-related complaints are addressed promptly and equitably, fostering a positive work environment based on trust and respect.

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### 2. Scope

This Policy applies to all employees of TechnoSphere India Private Limited and covers all types of employment-related grievances including but not limited to working conditions, workplace behavior, discrimination, harassment, wage issues, and other matters affecting employees' work life.

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### 3. Policy Statement

- The Company encourages employees to raise grievances without fear of retaliation or victimization.
  - All grievances will be heard and investigated fairly, impartially, and confidentially.
  - The grievance redressal process will follow defined timelines to ensure timely resolution.
  - Employees dissatisfied with the outcome have access to appeal or escalation channels.
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### 4. Grievance Redressal Process

#### Step 1: Informal Resolution

- Employees are encouraged to discuss their concerns with their immediate supervisor or manager to seek an informal resolution.

#### Step 2: Formal Grievance Submission

- If the issue is unresolved, the employee may submit a written grievance to the Human Resources department or designated Grievance Officer.

- The grievance should include relevant details such as date, nature of grievance, parties involved, and any supporting evidence.

**Step 3: Acknowledgment**

- The grievance will be acknowledged in writing within five working days of receipt.

**Step 4: Investigation**

- A thorough and confidential investigation will be conducted by an impartial officer or committee.
- Interviews and collection of evidence will be conducted as needed.

**Step 5: Resolution and Communication**

- The outcome and proposed resolution will be communicated in writing to the complainant within 30 working days from receipt of the grievance.
- Appropriate corrective or disciplinary action will be taken if warranted.

**Step 6: Appeal**

- If the complainant is not satisfied with the resolution, they may appeal to a higher authority such as the Head of HR or Managing Director within 15 days of receiving the resolution.
- The appeal will be reviewed and a final decision communicated within 15 days.

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**5. Confidentiality and Non-Retaliation**

- All grievance-related information will be kept confidential to the extent possible.
- No employee shall face retaliation, harassment, or discrimination for lodging a grievance or participating in an investigation.

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**6. Record Keeping**

- All grievance records, investigation reports, and communications will be securely maintained and accessible only to authorized personnel.

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**7. Training and Communication**

- Training on this Policy and grievance handling procedures will be provided to all employees and managers.

**TECHNOSPHERE INDIA PRIVATE LIMITED**

Registered Address: Hinjewadi, Phase2, Pune, Maharashtra, India

CIN: CIN123456789

- The Policy will be communicated through onboarding programs, employee handbooks, and internal portals.

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**8. Policy Review**

This Policy shall be reviewed annually or as needed to comply with regulatory requirements and improve effectiveness.

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**Approved by:** Board of Directors

**Effective Date:** Jan 2025

**Review Date:** Jan 2025