

AventIQ, a trademark of Mittal Software Labs Limited

Grievance Redressal Policy

Confidential and Restricted

Objective

AventIQ, a trademark of Mittal Software Labs Limited is committed to fostering a fair and transparent work environment. This policy provides a framework for employees to raise workplace-related concerns and ensures grievances are addressed promptly and effectively. It aligns with Indian labour laws, including the Industrial Disputes Act, 1947, and the Delhi Shops and Establishments Act, 1954.

Scope and Applicability

This policy applies to all employees of AventIQ, a trademark of Mittal Software Labs Limited, including:

- Permanent employees (probationary and confirmed).
- Temporary and contractual employees.
- Interns (paid or unpaid).

This policy covers grievances related to:

- Workplace conditions.
 - Policies and procedures.
 - Interpersonal conflicts.
 - Perceived discrimination or harassment.
 - Denial of benefits or entitlements.
 - Any other workplace-related issues.
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Key Definitions

- **Grievance:** A formal complaint by an employee regarding workplace conditions, policies, or treatment.
 - **Grievance Redressal Committee (GRC):** A committee established to investigate and resolve employee grievances.
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Grievance Redressal Process

Step 1: Informal Resolution

1. Employees are encouraged to discuss grievances informally with their immediate supervisor or reporting manager.
2. If the grievance remains unresolved or the employee is uncomfortable discussing it with their supervisor, they may proceed to formal resolution.

Step 2: Submission of Formal Grievance

1. The employee must submit a written grievance to HR, detailing:
 - The nature of the grievance.
 - Date(s) and location(s) of the incident(s).
 - Parties involved (if applicable).
 - Desired resolution or outcome.
2. Grievances must be submitted within 45 days of the incident or discovery of the issue.

Step 3: Acknowledgment and Preliminary Review

1. HR will acknowledge receipt of the grievance within 5 working days.
2. A preliminary review will be conducted to determine if the grievance falls under this policy's scope.
3. If valid, the grievance will be escalated to the GRC.

Step 4: Grievance Redressal Committee (GRC) Investigation

1. **Composition of the GRC:**
 - Chairperson: A senior-level manager or HR representative.
 - Members: At least two impartial employees from different departments.
 - External member: For complex or sensitive cases, an external legal or industry expert may be included.
2. **Investigation Timeline:**
 - The GRC will complete its investigation within 30 working days from the date of escalation.
 - Both the grievant and relevant parties will be interviewed, and supporting documents or evidence will be reviewed.

Step 5: Resolution and Communication

1. The GRC will provide a written resolution to the employee within 10 working days after completing the investigation.
2. If corrective actions are required, HR will oversee their implementation and provide updates to the employee.

Step 6: Appeal

1. If the employee is dissatisfied with the resolution, they may submit an appeal to the HR Head within 10 working days.
 2. The appeal will be reviewed by senior management, and a final decision will be communicated within 15 working days.
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Confidentiality and Non-Retaliation

1. All grievances and related investigations will be handled confidentially. Information will only be shared with those directly involved in the investigation.
 2. Retaliation against employees who file grievances or participate in investigations is strictly prohibited. Employees found engaging in retaliatory behaviour will face disciplinary action.
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Roles and Responsibilities

1. **Employee:**
 - Raise grievances promptly and in good faith.
 - Cooperate during investigations.
2. **Supervisor/Manager:**
 - Address informal grievances promptly.
 - Refer unresolved grievances to HR.
3. **HR Department:**
 - Acknowledge and process grievances.
 - Ensure adherence to timelines and procedures.
4. **GRC:**
 - Conduct impartial investigations.

- Recommend resolutions and oversee their implementation.
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Exclusions

The following issues are excluded from this policy:

- Disciplinary actions already under review.
 - Sexual harassment complaints, which are addressed under the POSH Policy.
 - Performance-related concerns, which are addressed under the PIP Policy.
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Legal Compliance

This policy complies with:

- The Industrial Disputes Act, 1947.
 - The Delhi Shops and Establishments Act, 1954.
 - Any other applicable Indian labour laws.
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Review and Amendments

This policy will be reviewed annually and updated to reflect changes in legal or organizational requirements. Any significant changes will be communicated to all employees.

Approved By: Nikhil Mittal

Effective Date: 01-Jan-2025

Last Updated: 26-Dec-2024