

Ascend Telecom Infrastructure Private Limited



GRIEVANCE REDRESSAL POLICY

1.0 SHORT TITLE AND COMMENCEMENT

This Policy shall be called the Ascend Telecom Grievance Redressal Policy.

2.0 SCOPE AND APPLICABILITY

A grievance is a concern, problem or complaint which may be related to work, working environment, reporting relationships, etc.

This policy shall cover all regular employees of the Ascend Telecom.

3.0 OBJECTIVE

Ascend Telecom is committed to providing a productive and conducive work environment where grievances are dealt with 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.

4.0 DEFINITIONS

- i. "Company" means Ascend Telecom.
- ii. "CEO" means the "CEO of the Company" decisions under this Policy.
- iii. "Grievance Redressal Committee" means the authority empowered to make decisions and recommendations

5.0 THE SYSTEM

The Grievance Redressal Committee will be responsible for addressing all the grievances submitted to the HR. If the concerned employee is not satisfied by the decision of the Committee, the committee will refer cases to the CEO and the CEO shall address the grievance in such cases.

6.0 GRIEVANCE REDRESSAL PROCESS:

Level-1.

At the first instance the affected employees should submit the grievance (in writing) stating his name, designation, employee number and grievance to his / her immediate supervisor. The supervisor should acknowledge the receipt of the grievance, if possible immediately. The supervisor should redress the grievance within a period of two working days. In case it is a Policy level matter the grievance should be referred to HR Head who will redress the grievance.

Level-2

If the concerned employee is not satisfied with the above response from his/her immediate supervisor he/she can submit the grievance along with the reply to the HR. She/he would hear out the grievances of individuals and counsel them. Acknowledgement of the receipt of the grievance will be issued to the concerned employee. HR should redress the grievance within a period of three working days.

Level-3

If the grievance still persists, a formal grievance would be lodged and forwarded to the Grievances Redressal Committee. Grievance Redressal Committee which will comprise of one Functional Head, one HR Department representative and the Legal Head will meet to assess the situation and the grievance. Based on a careful analysis of the grievance in the light of feedback and views of the members of the committee, the Grievance Redressal Committee would make its recommendation within a period of seven working days and send it to the CEO for consideration and appropriate action, if any. The decision of the CEO of the company shall be final and binding on the concerned employee.

The process should be completed within and not more than two weeks.

7.0 REPORTING

The Grievances Redressal Committee will report to the CEO of the Company. A periodical written report of grievances handled will be submitted to the CEO of the Company.

8.0 GUIDELINES AND CONDITIONS

1. The employee shall submit his/her grievance immediately and in any case within a period of one month from the date of occurrence.
2. If the grievance arises out of an order issued by the management, initially the said order shall be complied with and thereafter the concerned employee submits his grievance as per the procedure laid down in this policy document.
3. Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure:-
 1. Matters related to collective disputes/bargaining such as salary, allowances, hour of work and other benefits and also cases related to disciplinary procedures.
 2. Annual performance appraisal /confidential report.
 3. Where the grievance does not relate to individual employee.
 4. Any grievance arising out of removal or dismissal of an employee.
 5. Any matter pertaining to the period before the date of joining Ascend Telecom. And or initial appointment/absorption in Ascend Telecom.

6. Any matter relating to terms and conditions of appointment settled prior to joining or appointment/absorption.
7. Non exercise of a discretion vested with the Competent Authority in favour of the aggrieved employee.
8. Grievances pertaining to or arising out of disciplinary action or appeal against such action shall be channelled to the Competent Authority as laid down under the Conduct, Discipline and Appeal Rules of the Company and in such cases the grievances redressal procedure shall not apply. Any other as may be decided with the approval of the CEO.

9.0 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.