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# Kaar Grievance Redressal Policy

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**AUGUST 21, 2023**  
**KAAR TECH**

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### 1. Scope:

This Grievance Redressal policy shall apply to all stakeholders associated with Kaar Technologies India Pvt. Ltd on various levels:

- Customers
- Suppliers
- Investors

(Collectively referred to as “External Stakeholders”)

- Full-time employees
- Interns
- Part-time employees
- Freelancers

(Collectively referred to as “Internal Stakeholders”)

### 2. Objectives:

- The Grievance Redressal Policy is established in order to settle grievances of the Internal and External Stakeholders in the shortest possible time, at the lowest possible level of authority.
- To ensure all External Stakeholders have a smooth connect and a seamless connection with Kaar Tech and its employees.
- To facilitate a work culture where no grievances exist and also help in improving performance and productivity of the concerned stakeholder of the Company.
- The Grievance Redressal Committee is committed to providing a productive and conducive work environment and culture where grievances are dealt fairly and promptly.

### 3. What constitutes a grievance?

An individual grievance is a complaint that an action by management has violated the rights of an individual as set out in the collective agreement or law, or by some unfair practice. Examples of this type of grievance include discipline, demotion, classification disputes, denial of benefits, etc.

### 4. Definitions

**Grievance Handling Mechanism:** A way to accept, assess and resolve grievances concerning the performance or behavior of the company, its contractors, or employees or any stakeholder of the company. This includes adverse economic, environmental, and social impacts.

**Internal Stakeholders:** Groups or individuals within Kaar Tech who work directly within the business, such as employees and contractors.

**External Stakeholders:** Groups or individuals outside Kaar Tech who are not directly employed or contracted by Kaar Tech but are affected in some way by the decisions of the business, such as customers, suppliers, community, NGOs and the government.

**5. Types of grievances addressed (Internal Stakeholders) such as but not limited to,**

- Pay and Benefits
- Bullying
- Work conditions
- Workload

**Types of grievances addressed (External Stakeholders) such as but not limited to:**

- Non-payment of bills/dues
- Unfair business practices
- Environmental disinterests
- Lack of sustainability

**6. Grievance Mechanism Process (Internal Stakeholders):**

**Level 1: Filing the Grievance**

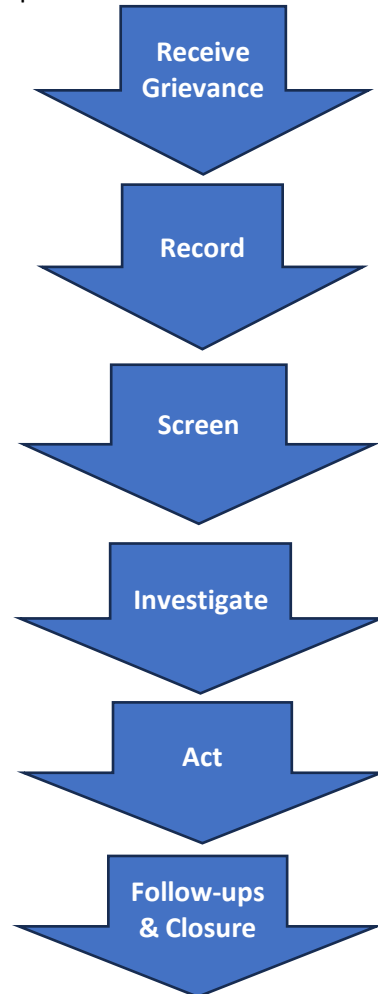
- At the first instance the affected employees should submit the grievance (Online) in the format prescribed ([Prescribed Complaint Format](#)) and must mail the grievance to [kaargrievances@kaartech.com](mailto:kaargrievances@kaartech.com).
- While the employee will (most likely) be interviewed as part of later steps, the employee should include as much information as possible about the grievance, including names and dates of when the incident occurred. (Approximate dates will also be accepted). Once the employee files the grievance, a formal investigation begins.

**Level 2: Acceptance by the Grievance Redressal Committee**

- The Grievance Redressal Committee will acknowledge the receipt of the grievance within 24 hours of receiving the same through mail keeping the Head HR in CC.
- 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 will meet to assess the situation and the grievance and will make its recommendation within a period of 2 working days and send it to the Head HR for consideration and appropriate action, if any.
- The Committee might require a few documents which might serve as proof during the investigation process which might include, but not be limited to, mail records, chat records, and any other supporting documents.
- The Committee will redress the grievance within a period of 5 working days while also ensuring that there is confidentiality and that all the principles of non-retaliation are well adhered to.
- The Head of HR will then receive a mail confirmation from the aggrieved party to confirm if the recommendation made/action taken by the committee satisfies them.

## Grievance Mechanism Process (External Stakeholders):

The below figure portrays the process that will be used to resolve any grievances.



**Record:** All formal grievances can be made to the grievance redressal committee (in writing- Online or Paper) and will be logged in the Grievance Register and Grievance Lodgment Forms will be saved in record of correspondence. The grievance must be mailed to [kaargrievances@kaartech.com](mailto:kaargrievances@kaartech.com).

While the stakeholder will (most likely) be interviewed as part of later steps, they should include as much information as possible about the grievance, including names and dates of when the incident occurred. (Approximate dates will also be accepted).

**Acknowledge:** A grievance will be acknowledged by the grievance redressal committee, within three working days of a grievance being submitted.

**Investigation:** Once they file the grievance, a formal investigation begins. The investigation may require the team to consult employees, contact external stakeholders and complete other activities. Records of meetings, discussions and activities all need to be recorded during the investigation. Information gathered during the investigation will be analyzed

and will assist in determining how the grievance is handled and what steps need to be taken in order to resolve the grievance.

**Act:** Following the investigation, the following steps will be taken:

- Based on careful analysis of the grievance in the light of feedback and views of the members of the committee, the Grievance Redressal Committee will make its recommendation within a period of 2 working days and send it to the Head HR for consideration and appropriate action, if any.
- The Committee will also communicate to the aggrieved party regarding the same.
- Once all actions have been completed and the team feels the grievance has been resolved, they will then formally advise the external stakeholder via their preferred method of contact.
- The Head of HR will then receive a mail confirmation from the aggrieved party to confirm if the recommendation made/action taken by the committee satisfies them.
- If yes, then the aggrieved party must submit a consent letter to the Head HR through mail.

**Follow up and closure:** The Grievance Redressal Committee will redress the grievance within a period of 5 working days.

The Stakeholder officer will contact the external stakeholder/s three weeks after the grievance is resolved. When contacting the external stakeholder, the stakeholder officer will verify that the outcome was satisfied and also gather any feedback on the grievance process.

## **7. Actions Taken in case of Redressal Failure**

- If the concerned employee/external stakeholder is not satisfied with the above response of the Committee, they may re-submit their grievance to the Head of HR keeping the Grievance Redressal Committee members in CC.
- During this process, the Head of HR will hear out the grievances of individuals and counsel them.
- Acknowledgement of the receipt of the grievance will be issued to the concerned stakeholder.
- The Head of HR should redress the grievance within a period of three working days.
- If the grievance persists, a formal grievance would be lodged and forwarded to the Grievances Redressal Committee by the Head HR with the consent of the aggrieved party.
- If the persons of the committee themselves are involved in the complaint, then the appeal maybe forwarded to the CEO of Kaar Tech.

## **8. Duration of the Grievance Redressal Process:**

This is heavily dependent on the situation at hand.

- When the complaint is complicated or with a long history, it may take a minimum of 1 month to a maximum of 2 months to resolve the concern.
- A grievance filed over a one-time incident will be redressed within a period of 5 working days.

## 9. Procedure for Conciliation:

- In case the Complainant expresses a desire to opt for conciliation, the grievance redressal committee must support the Complainant to do so.
- To reach conciliation, the committee may facilitate a meeting between the Aggrieved party/Complainant and the Accused/Alleged party if the Aggrieved party/Complainant party wishes for it.
- The agreed terms of resolution of the complaint are recorded in a report and signed by both parties and necessary actions is taken to protect the interests of both parties. The report is filed for records.
- Committee members must maintain minutes of the meeting, and the final report of the committee must be published.

## 10. Members of the Grievance Redressal Committee:

S.No.	Members	Designation	Role	Department	Mail ID
1	Thangeswaran	PL, Strategic Initiatives	Presiding officer	Practice	<a href="mailto:tkthangeswaran@kaartech.com">tkthangeswaran@kaartech.com</a>
2	Rajesh VD	Head of Operations	Committee Member	Practice	<a href="mailto:vdrajesh@kaartech.com">vdrajesh@kaartech.com</a>
3	Fazeelath	Team Lead	Committee Member	HR	<a href="mailto:ufazeelath@kaartech.com">ufazeelath@kaartech.com</a>
4	Mythili D	Team Lead	Committee Member	HR	<a href="mailto:dmythili@kaartech.com">dmythili@kaartech.com</a>
5	Yamini Sri	PL	Committee Member	Delivery	<a href="mailto:asyaminisri@kaartech.com">asyaminisri@kaartech.com</a>
6	Vignesh Barani	Team Lead	Committee Member	KTern	<a href="mailto:svigneshbarani@kaartech.com">svigneshbarani@kaartech.com</a>

## 11. Roles & Responsibilities of the Grievance Redressal Committee:

- The functions of the Committee are to investigate the complaints lodged by any internal & external stakeholder and judge their merit, on which the committee will be empowered as well.
- To acknowledge the receipt of the grievance within 24 hours of its receipt.
- To conduct the investigation process as per the provisions embedded in the Grievance Redressal policy.
- To redress the grievance within a period of 5 working days while also ensuring that there is confidentiality in the entire process and that all the principles of non-retaliation are well adhered to.
- To ensure having periodical checks on [kaargrievances@kaartech.com](mailto:kaargrievances@kaartech.com) to ensure the complaints are being addressed in a timely manner.
- To ensure anonymous, fair, impartial, and effective solutions of the grievances.

## 12. Disclaimer:

The Management reserves the right to change or add to the terms of this Policy at any time, and to change, delete, discontinue, or impose conditions on any feature or aspect of the Policy with notice that the Management in their sole discretion deems to be reasonable in the circumstances.

### 13. Templates:

Template 1: Kindly submit your grievance in this format. ([Prescribed Complaint Format](#))

Template 2: Format to be followed by the Committee members to register the grievances received. ([Kaar Grievance Register FY24.docx](#))