

Grievance Redressal System

Version History	Description of Change	Author	Effective Date	Approved By
1.0	First Release	Neha Chadha	August 22, 2022	Mahesh Kulkarni

1. Policy Section 1 (Scope and Purpose):

This policy is applicable to all members in the organization including employees, consultant's interns and customers, hereinafter referred as beneficiaries. The beneficiaries can have grievances pertaining to data security, breach of non-disclosure agreement with respect to data confidentiality. This policy came into existence for having a grievance redressal procedure to cater to such grievances.

2. Policy Section 2 (Details):

2.1 If the beneficiary spots anything amiss for e.g. any fellow team member is sharing confidential data with anyone outside the organization or with someone who should not possess the information, in such cases the beneficiary can send an email to Grievance Redressal Committee at grievances@afourtech.com.

2.2 The current grievance redressal committee comprises of the following members:

S. No	Name	Role	Designation
1	Mahesh Kulkarni	Member	Managing Director
2	Tushar Sontakke	Member	Assistant Manager- Finance and Accounts
3	Satish Nikalje	Member	Senior Technical Lead IT
4	Neha Chadha	Grievance Officer	Senior Manager-HR
5	Manojkumar Vijayaraghavan	Member	Senior Director of Engineering

2.3 In the event of any grievance shared with the committee, the committee shall do unbiased analysis. The grievance redressal officer shall acknowledge the email sent by the beneficiary within 36 hours. Thereafter, the committee shall do the analysis and resolve the issue in a months' time. The closure report at the end of the grievance redressal should be shared with



the Managing Director. It should include the date on which the issue was registered, date of acknowledgement, date/s on which the discussions took place, final decision and implementation.

3. Policy Section 3 (Committee):

Once formed, the grievance redressal committee shall remain valid for a period of 3 years. If any member in the committee resigns from the services of the organization, the Managing Director shall appoint a new member.