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**GRIEVANCE REDRESSAL POLICY**

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## Grievance Redressal Policy

### **1. Objective**

This Grievance Redressal Policy has been formulated to provide a transparent and structured mechanism for employees, customers, investors, vendors, and other stakeholders to voice their concerns, complaints, or grievances and to ensure that these are resolved in a fair, timely, and effective manner.

### **2. Scope**

This policy applies to:

- Employees of the Company
- Customers/Clients
- Investors/Shareholders
- Vendors/Suppliers
- Any other stakeholder directly interacting with the Company

### **3. Guiding Principles**

The grievance redressal mechanism shall be guided by the following principles:

- Fairness and objectivity
- Confidentiality of complainants
- Non-retaliation against whistleblowers or complainants acting in good faith
- Prompt resolution within defined timelines
- Escalation matrix for unresolved or complex issues

### **4. Types of Grievances Covered**

Grievances may include (but are not limited to):

- Disputes related to service delivery or quality
- Unethical practices, harassment, or discrimination
- Delay in payments or contractual issues
- Investor complaints related to shares, dividends, or disclosures
- Non-adherence to regulatory or legal standards





## 5. Grievance Reporting Channels

Stakeholders may lodge their grievances through any of the following channels:

- Email: compliance.pae@gmail.com
- Postal Address: [A 1115, Titanium Business Park, Nr Makarba Railway Crossing, B/H Divya Bhasker Press, Makarba, Ahmedabad- 380051, Gujarat- Attn: Grievance Officer]
- Phone: 7383317405

## 6. Process for Grievance Handling

Step	Action
1. Acknowledgment	Grievance will be acknowledged within 2 working days of receipt.
2. Review & Assessment	Grievance Officer will assess the nature and complexity of the issue.
3. Resolution	Efforts will be made to resolve the grievance within 15 working days. Complex issues may take longer with appropriate updates provided.
4. Closure	Complainant will receive a written response with resolution and closure confirmation.

## 7. Record-Keeping

All grievances and actions taken shall be documented and maintained for a minimum period of 5 years, or as required by applicable laws.

## 8. Monitoring and Reporting

Periodic reports on grievances received and their status shall be submitted to the Board/Audit Committee, as applicable, for review.

## 9. Review of Policy

This policy shall be reviewed at least once every two years, or earlier if necessitated by changes in law, regulations, or organizational needs.

## 10. Non-Retaliation Clause

The Company assures all complainants that no adverse action will be taken against them for lodging a grievance in good faith, even if the grievance is eventually found to be unsubstantiated.





## **11. Contact Details**

Grievance Officer

Name: Sarah Kantharia

Email: compliance.pae@gmail.com

Phone: 7383317405

Address: A 1115, Titanium Business Park, Nr Makarba Railway Crossing, B/H Divya Bhasker Press, Makarba, Ahmedabad, Gujarat- 380051.

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