



Nirmitee[®]
Innovation. Experience. Excellence

Grievance Redressal Policy



**Grievance
Redressal- All You
Need to Know**



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1. Purpose

The purpose of this policy is to provide a transparent, structured, and fair mechanism for addressing grievances raised by employees. It ensures that all concerns are heard, reviewed, and resolved in a timely manner, fostering a safe and respectful work environment.

2. Scope

This policy applies to all employees of Nirmitee Robotics India Limited including full-time, part-time, probationary, and contractual staff. It covers grievances related to workplace practices, conditions, interpersonal issues, harassment, discrimination, compensation, and other employment-related concerns.

3. Eligibility

Any employee of Nirmitee Robotics India Limited who experiences dissatisfaction, unfair treatment, or has a concern related to work, colleagues, or policies is eligible to raise a grievance under this policy.

4. Policy Statement

Nirmitee Robotics India Limited encourages an open-door culture where employees can express their grievances without fear of retaliation. All grievances will be treated confidentially and investigated impartially. The company aims to resolve issues quickly and fairly, ensuring employee well-being and compliance with labour laws.

5. Types of Grievances Covered

- Discrimination or harassment (including sexual harassment under POSH)
- Interpersonal conflicts
- Compensation or benefits issues
- Health and safety concerns
- Unfair treatment or disciplinary action
- Policy violations or ethical misconduct
- Work environment and facilities

6. Grievance Handling Procedure

Step 1: Informal Resolution

Employees are encouraged to first resolve issues informally by discussing them directly with the concerned individual or immediate manager.

Step 2: Formal Complaint Submission

If unresolved, the employee may submit a formal written grievance via:

- Email to cs@nirmiteerobotics.com

The complaint should include:

- Nature of the grievance
- Date and time of occurrence
- Parties involved
- Any supporting documentation

Step 3: Acknowledgment & Investigation

Compliance Team will acknowledge the grievance within **2 working days** and initiate an investigation, which may include interviews, review of documents, and consultation with managers.

Step 4: Resolution & Response

Compliance Team will aim to resolve the issue and communicate the outcome within **7 to 15 working days** of receiving the complaint.

Step 5: Escalation

If unsatisfied, the employee may escalate the issue to:

- Senior Management / Grievance Redressal Committee.

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7. Roles and Responsibilities

Role	Responsibility
Employee	Raise grievances promptly and in good faith
Reporting Manager	Support informal resolution and escalate when needed
Compliance Team	Investigate, document, and resolve grievances fairly
Grievance Committee	Review escalated grievances and recommend actions
Leadership	Ensure policy adherence and provide guidance for resolution

8. Confidentiality and Protection

- All grievance-related information will be treated as confidential.
- Retaliation against employees who raise genuine complaints is strictly prohibited.
- Disciplinary action will be taken against individuals who misuse or manipulate the grievance process.

9. Policy Review

This policy shall be reviewed annually by the Compliance Team or as required due to legal or organizational changes.