

Policy	Grievance Procedure	NSDL/HR/GR/01
Prepared by:	HR & Admin	Review Date: 01 September 2025
Approved by:	Designated Partner/General Manager Operations	Issue. 1 / Rev. 1

GRIEVANCE PROCEDURES

Purpose/Objective: For employees, Customers, vendors, Suppliers, Political parties to express their complaints and grievances through an independent, easy accessible channel, knowing that their input will be treated seriously, cautiously and, if need be, anonymously.

Scope : The Policy is applicable to Internal and External Stakeholders

Internal: Nedspice Employees

External: Vendors, Suppliers, Neighbours, Residents, Political authorities, Farmers

Internal Grievance Procedures

Grievance will include only the grievances of personal / individual nature i.e. should be concerning one individual employee only which may be relating to job satisfaction, work environment, harassment felt at any level, monitory problem and of similar type effecting one individual personally without any comparison with others and the solution thereof must not affect any other except the individual aggrieved

1. An aggrieved employee will approach his immediate supervisor / department head and if he is not satisfied with the outcome, then he will present his grievance in writing in person to the grievance committee designated by the management for this purpose.
2. The grievance committee constituted of the grievance procedure will give its written reply within 3 working days of the receipt of grievance. If action cannot be taken within that period, the reason for delay should be recorded.
3. If the aggrieved is not satisfied with the decision of grievance committee or fails to receive an answer within the stipulated period, he will either in person or accompanied by grievance committee, present his grievance, to the Designated Partner
4. The Designated Partner / Operations Head will take necessary decisions and implement recommendations of the grievance committee accordingly as per decision taken by them. If the recommendations cannot be made within this time the reason for such delay should be recorded.
5. The grievance committee will include the HOD of concerned Department / HOD of another Department / HR Head / Consultant / (but not the person against whom the grievance is raised), as may be decided by the management.
6. In case of any grievance arising out of termination of engagement of an employee, the above-mentioned procedure will not apply.

Note:

Where a workman has taken up a grievance for redressal, under the Grievance Procedure, neither the workman nor his union shall raise any individual dispute before any authority simultaneously. The company will not entertain representation from political or communal bodies purporting to speak on behalf of its workman.

Grievance reporting Mechanisms

1. Grievances as per Confidential reporting system, a box is placed in front of canteen.



2. Email Id to the Grievance cell members

adminnnsdl@nedspice.com

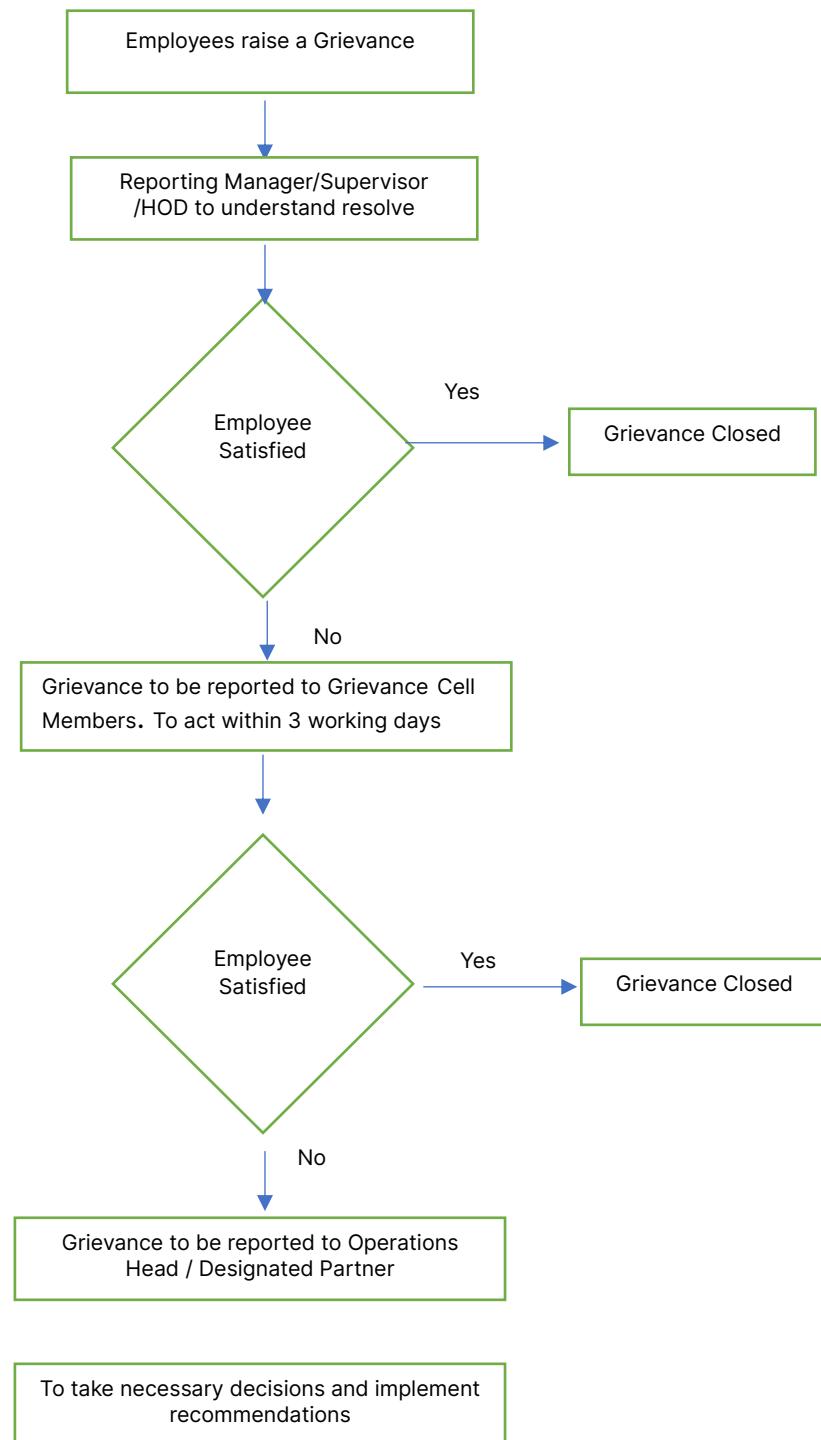
Grievance cell members

General Manager Operations – Mr. Sakharam Ghodke
Deputy Manager HR & Administration – Mr. Jignesh Shah

3. **Grievance Committee meeting** – As per the Factories Act, it is mandatory to have a Grievance Committee meeting once in 2 months. Any work-related Grievances are discussed, and minutes of the meeting are recorded in a register.

Grievance Committee procedure & Members details			
Name	Designation	Contact Number	Steps
Supriya Vyankat Chavan Sudha Aandree Pratik Jani Rushabh Trivedi Sakharam Ghodke Jignesh Shah	Manager Production	9545908161	Step 1 An aggrieved employee will approach his immediate supervisor / department head
	Deputy Manager – QA/QC	9846593699	
	Senior Executive – Shipping & Logistics	9909119227	
	Asst Manager F&A	9662339693	
	General Manager Operations	8320201392	
	Deputy Manager HR & Admin	9824970717	
Jignesh Shah	Deputy Manager HR & Admin	9824970717	Step 2 Grievance to be reported to Grievance Cell Members
Sudha Aandree	Deputy Manager – QA/QC	9846593699	
Sakharam Ghodke	General Manager Operations	8320201392	Step 3 Grievance to be reported to Operations Head
Gulshan George John	Designated Partner	9847044595	Step 4 Grievance to be reported to Designated Partner

General Workflow for any Grievances



External Grievance Procedures

Grievance from any outside personnel excluding employees. They could be Customers, vendors, Suppliers, Neighbours, Residents, Political authorities, Farmers, Government Authorities.

Steps

1. External party to raise a complain to the respective point of contact.
2. If they are dissatisfied with the solution, they can raise a complain to the Grievance cell members. The member shall conduct an enquiry and try to provide a solution within 7 working days.
3. In case of further dissatisfaction, they can raise a complaint to Operations Head/Designated Partner.

Mode of Grievance

1. Email – Grievance can be sent through email to the respective point of contact