

# Grievance Redressal Mechanism

## Grievance Redressal Plan (GRP)

Grievance Redressal Plan (GRP) is a structured framework outlining procedures and protocols for effectively and efficiently addressing complaints or grievances raised by the relevant stakeholders associated with the Company and providing adequate support to them. It delineates the process for receiving, documenting, investigating, and resolving grievances in a fair, transparent, and timely manner, while ensuring accountability and adherence to regulatory standards.

### 8.1.1 Types of Grievances:

The Company has broadly categorized grievances as Internal and External Grievances.

1. Internal grievances include grievances associated with the Company's employees and workers (including contractual workforce).
2. External grievances include issues/complaints associated with all external stakeholders such as third-party vendors, suppliers, contractors, community, anonymous etc.

ABI Health has established and implemented a Grievance Redressal Mechanism (GRM) for addressing the grievances of the internal and external stakeholders. It shall be applicable to all the employees, contractual workforce etc. working at the company's facility.

GRM (internal and external) will be displayed in the office spaces and on the website of the company.

For grievances from the external stakeholders following procedure shall be applicable:

➤ **Purpose:**

The purpose of this GRM is to establish a clear and structured process for addressing and resolving Grievances in a fair, timely, and confidential manner.

**Scope**

This GRM applies to all external stakeholders, include issues/complaints associated with all external stakeholders such as third-party vendors, suppliers, contractors, community, anonymous etc.

➤ **Definitions:**

- **Grievance:** A formal complaint or concern raised by an employee or external stakeholder regarding workplace conditions, practices, or treatment.
- **HR Department:** The Human Resources team responsible for overseeing the grievance process.
- **Responsibilities: External stakeholders: Responsible for raising grievances in a timely and accurate manner.**
- **HR Department:** Responsible for receiving, tracking, investigating, and resolving grievances in accordance with company policies.

**ABI-HEALTH TECHNOLOGIES PRIVATE LIMITED (CIN - U72200TN2008PTC124231)**

(Formerly AB INNOVATIVE SOFTWARE PRIVATE LIMITED)

Corporate Office: #90, Manka, II Floor, 2nd Main, Electronic City – Phase I,

Bangalore – 560 100, Karnataka, India | Phone: 91 80 46698686 Email:Corp@abi-health.com

Registered Office: Bharati Vilas, 26B, Jawaharlal Nehru Road, Guindy Industrial Estate, Ekkaduthangal, Chennai,  
Chennai City Corporation, Tamil Nadu, India, 600032

[www.abi-health.com](http://www.abi-health.com)

➤ **Procedure for Filing a Grievance:**

**Step 1: Submission of Grievance**

- a) Submission Process:
  - a) External stakeholder can choose to submit the grievance by email to som@abi-health.com.
- b) Details to Include:
  - Full name of the person filing the grievance. The person filing the grievance may choose to file an anonymous grievance by email.
  - Date and time of the incident(s).
  - Description of the grievance (including specific details, individuals involved, and any relevant evidence).
  - Desired resolution or outcome (if applicable).

**Step 2: Acknowledgment of Grievance**

- a) HR Action: Upon receiving the grievance, the HR department will acknowledge receipt within 8 hours or 1 business day.
- b) Case Number: A case number will be assigned for tracking and follow-up purposes.

➤ **Grievance Investigation Process:**

**Step 1: Initial Review**

- a) HR Review: The HR department will conduct an initial review of grievance to determine the nature and severity of the issue.
- b) Assignment: The grievance will either be handled directly by HR or will be referred to the relevant manager/supervisor for resolution.

**Step 2: Investigation**

- a) Timeframe: Investigations should begin within 3 business days from the receipt of the grievance.
- b) Fact-Finding: The HR department will gather relevant facts, which may include:
  - Interviews with the stakeholder who raised the grievance, if not anonymous.
  - Interviews with individuals involved or witnesses.
  - Review of documentation, emails, or any other relevant evidence.

**Step 3: Confidentiality**

All investigations will be conducted in strict confidence. Information will only be shared with those who need to know for the investigation or resolution.

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➤ **Resolution Process:**

**Step 1: Review of Findings**

Once the investigation is complete, the HR department will review the findings and determine an appropriate resolution.

**Step 2: Communication of Decision**

- a) HR Action: The outcome will be communicated to the grievant in writing, outlining the findings and any actions taken or recommended. Where the grievance is received anonymously, the outcome will be communicated to the same email through which the grievance was received.
- b) Timeline: The resolution should be communicated within 30 business days of the initial grievance submission, unless the investigation requires more time. In such cases, the grievant will be informed of any delays.

**Step 3: Implementation of Resolution**

If actions or remedies are required (e.g., policy changes, disciplinary action, or adjustments in work conditions), they will be implemented promptly.

In some cases, mediation or a follow-up meeting may be arranged between the parties involved to ensure the resolution is satisfactory and sustainable.

➤ **Escalation Process:**

If the grievant is dissatisfied with the resolution, they may escalate the decision within 7 business days of receiving the outcome to the email address [som@abi-health.com](mailto:som@abi-health.com) stating the reasons for the escalation and providing any additional evidence or information.

**Escalation and Legal Recourse:**

If the grievant remains unsatisfied with the resolution or if no resolution is provided, they have the right to pursue legal recourse and file a complaint with the appropriate authorities

**For ABI-Health Technologies Private Limited**

Sd/-

**Ajit Veerappan**

**CEO**

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