

Employees Grievance Redressal Policy

Document Version History

Ver. No.	Release Date	Prepared/ Modified By	Reviewed By	Approved By	Description/ Change	References
1.0	1 st April 2023	Akansha Jain	Akansha Jain	Sahil Jain	Employee Grievance Redressal Policy	HR Handbook
2.0	1 st April 2026	Amit Saini	Akansha Jain/ Sarthak Khurana	Sahil Jain	Employee Grievance Redressal Policy Updates	HR Handbook

JEENA SIKHO LIFECARE LIMITED

120* AYURVEDA CLINICS & HOSPITALS | FREEDOM FROM 2D DISEASES & DRUGS

Registered Office Address:

SCO-11, Kalgidhar Enclave, Baltana, Zirakpur,
Punjab-140604, 01762-513185
CIN NO.: L52601PB2017PLC046545

Corporate Office Address:

B-26, Opp. Metro Pillar No. 223, Rohtak Road,
New Multan Nagar, Delhi - 110056
Email ID: cs@jeenasikho.com | www.jeenasikho.com

1. Purpose

Jeena Sikho Lifecare Limited ("Company") is committed to fostering a fair, respectful, inclusive, and transparent workplace where employees are encouraged to raise workplace concerns without fear of retaliation.

The purpose of this Policy is to establish a structured, impartial, timely, and confidential mechanism for receiving, investigating, and resolving employee grievances in accordance with the principles of natural justice, fairness, and applicable legal requirements.

The Company is committed to ensuring that every grievance raised in good faith is addressed objectively, respectfully, and without discrimination or victimisation.

2. Scope

This Policy applies to:

- All permanent, probationary, fixed-term, contractual, trainee, apprentice, temporary, and part-time employees.
- Employees working across all Company offices, hospitals, clinics, day care centres, wellness centres, warehouses, and any other business locations operated or controlled by the Company.

3. Definitions

- Grievance:** A grievance refers to any formal concern, dissatisfaction, complaint, or dispute raised by an employee relating to employment conditions, workplace practices, treatment at work, or the interpretation and application of Company rules or applicable labour laws.
- Respondent:** Any employee, supervisor, manager, department, or function against whom a grievance has been raised.

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4. Grievances Covered

This Policy covers employment-related grievances, including but not limited to:

- Salary, wages, and statutory payment-related concerns.
- Overtime, duty allowance, incentive, and reimbursement disputes.
- Leave administration and attendance-related concerns.
- Working conditions and workplace facilities, including hospitals, clinics, treatment rooms, wellness centres, laboratories, and administrative offices.
- Employee welfare facilities and amenities.
- Shift scheduling, duty rosters, on-call arrangements, and workload concerns.
- Deployment, transfers, role allocation, and work assignments.
- Workplace behaviour, supervisory conduct, and interpersonal conflicts.
- Interpretation or application of Company policies and procedures.
- Concerns relating to compliance with labour laws and employment regulations.
- Occupational health and safety concerns.
- Retaliation or victimisation arising from raising legitimate workplace concerns.
- Any other employment-related issue not governed by a separate Company policy or statutory mechanism.

5. Matters Outside the Scope of this Policy

The following matters shall not be addressed under this Policy:

- Complaints of sexual harassment, which shall be handled under the Company's Prevention of Sexual Harassment (POSH) Policy by the Internal Committee.
- Performance appraisals, performance ratings, confidential reports, and performance improvement plans.
- Promotion decisions, succession planning, and organisational restructuring.
- Annual compensation reviews, salary structures, and compensation philosophy.
- Fraud, theft, bribery, corruption, financial irregularities, whistleblower complaints, or ethics investigations.
- Disciplinary proceedings, misconduct investigations, or appeals arising from disciplinary action.
- Matters relating to termination, discharge, dismissal, retrenchment, or resignation.
- Matters pending before any court, tribunal, statutory authority, or regulatory body.
- Any matter specifically governed under another Company policy.
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Note: Such matters shall be referred to the appropriate company process or regulatory mechanism.

6. Grievance Committee

An Employee Grievance Committee

- a) HR team- Hr-helpdesk@jeenasikho.com for grievances acknowledgement
- b) Priya Singh - Priya.Singh@jeenasikho.com for Investigation
- c) Final Decision Authority - Akansha Jain - Akansha.Jain@jeenasikho.com or Senior Management board members.

HR team shall acknowledge & coordinate all grievance proceedings & all members shall maintain confidentiality and disclose conflicts of interest.

7. Roles & Responsibilities

The Committee shall:

- Receive and acknowledge grievances.
- Conduct preliminary assessment.
- Investigate complaints fairly and objectively.
- Seek relevant documents and evidence.
- Meet concerned parties where necessary.
- Recommend appropriate corrective actions.
- Ensure implementation of approved decisions.
- Maintain confidentiality and proper documentation.
- Declare and manage any conflict of interest.

Any Committee member having a conflict of interest shall recuse themselves from the proceedings.

8. Submission of Grievance

Employees may submit grievances through HR, official email Hr-helpdesk@jeenasikho.com. The complaint should include employee ID & details, description of grievance, dates, supporting documents and desired resolution.

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9. Resolution Process

The grievance resolution process shall ordinarily include the following stages:

Step 1 – Receipt and Acknowledgement

The grievance shall be acknowledged within **three (3) working days** of receipt.

Step 2 – Preliminary Assessment

HR shall conduct an initial review to determine the nature, scope, and applicability of the grievance.

Step 3 – Investigation

Where required, the designated investigator shall:

- Review relevant records.
- Conduct interviews.
- Obtain supporting evidence.
- Seek clarification from concerned parties.

Step 4 – Committee Review

The Grievance Committee shall review the findings and evaluate the matter objectively.

Step 5 – Decision and Recommendation

Appropriate recommendations shall be submitted to the Final Decision Authority for approval.

Step 6 – Communication and Implementation

The employee shall be informed of the outcome, and approved corrective actions shall be implemented within a reasonable timeframe.

10. Timelines

The Company shall endeavour to resolve grievances within **thirty (30) calendar days** from the date of receipt.

Where additional time is required due to the complexity of the matter, the employee shall be informed of the reasons and the expected revised timeline.

11. Confidentiality & Non-Retaliation

The Company shall maintain the confidentiality of all grievance-related information on a strict need-to-know basis.

No employee shall be subjected to retaliation, discrimination, intimidation, harassment, adverse employment action, or victimisation for:

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- Raising a grievance in good faith.
- Participating in an investigation.
- Providing information or evidence.

Any act of retaliation shall itself constitute misconduct and may result in disciplinary action.

12. False Complaints

The Company encourages employees to raise concerns honestly and in good faith.

Knowingly making false, frivolous, malicious, or fabricated complaints, or submitting falsified evidence, may result in disciplinary action.

However, a grievance that cannot be substantiated after investigation shall not automatically be considered false or malicious.

13. Records & Reporting

The Human Resources Department shall maintain secure records relating to:

- Grievances received.
- Investigations conducted.
- Findings and recommendations.
- Decisions taken.
- Corrective actions implemented.
- Closure status.

Periodic summary reports, including grievance trends and systemic improvement recommendations, may be submitted to Senior Management while maintaining employee confidentiality.

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14. Revision

The Company may amend this Policy from time to time. Matters not covered shall be governed by applicable law and Company policies.

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