



VEGA CORPORATE SERVICES PVT. LTD.

PAN No. : AACCV3676J • GSTIN : 07AACCV3676J1ZY

Vega Corporate Services Pvt Ltd (GRIEVANCE POLICY)

1. **Vega Corporate Services Pvt Ltd** is committed to dealing with all grievances fairly, effectively and promptly. This policy sets out the process that you should follow if you have a complaint about matters related to your work, working conditions or how you are being treated at work.
2. If you have a problem, you should normally start by speaking to Process Supervisor by asking the tele caller to arrange for the supervisor to speak to you. If this is not appropriate (for example, because you have a complaint about the Process Supervisor), you should speak to our Grievance Redressal Officer (GRO), Mr Parvinder Singh, mobile No 9811946483. You may be able to get a resolution.
3. If you are not satisfied with the GRO's response or the matter is serious and you want us to deal with it formally, you can raise a formal grievance. To do this, you should put the grievance in writing by email to parvinder@vegacorporate.co.in.
4. The GRO will arrange a call with you to discuss your grievance and to try to resolve the issues.
5. We will aim to call within 2 working days of receiving your written grievance.
6. If you are unhappy with the GRO's handling of the grievance, you can appeal to Vega Corporate Services Pvt Ltd's Nodal Grievance Officer, Mr Ravinder Shahbadi for which kindly write an email to the Nodal Grievance Officer at ravinder.shahbadi@vegacorporate.co.in and give details of your grievance, or write letter to Nodal Grievance Officer, Vega Corporate Services Pvt Ltd, D 14 First Floor, Lajpat Nagar II, New Delhi 110024.
7. We will arrange a telephonic call within 3 working days.