

ASCEND TELECOM COMMUNITY GRIEVANCE REDRESSAL RISK MANAGEMENT POLICY

1. Introduction

At Ascend Telecom, stakeholder engagement is an integral part of our operations. We value the needs and expectations of all our stakeholders, associated directly or indirectly with our business. One of our key stakeholders include communities and we strive to effectively engage with them to identify and address our impact on communities. The grievance redressal process established by Ascend Telecom provides an avenue for communities to voice their concerns and promotes a transparent mechanism for understanding and resolving their grievances, preventing any conflicts and strengthening our relationship with the communities.

2. Scope

The community grievance redressal mechanism applies to all communities who might be affected by Ascend Telecom’s operations across all operating locations.

This procedure does not cover grievances raised by internal stakeholders, such as employees, who are to refer to company’s internal grievance process.

3. Definitions

Term	Definition
Grievance	An issue, concern, complaint or claim (perceived or actual) raised by an individual or group of individuals either affected or interested in company operations
Community	Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some form or manner from the decisions of the business. This includes individuals or groups of individuals living and/or working adjacent to Ascend’s operations or living at a distance who are still likely to be impacted by these operations
Grievance Handling Mechanism	A way to accept assesses and resolve community complaints concerning the performance or behavior of the company, its contractors, or employees. This includes adverse economic, environmental, and social impacts.

Internal Stakeholders	Groups or individuals within a business who work directly within the business, such as employees and contractors.
External Stakeholders	Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some way from the decisions of the business, such as customers, suppliers, community, NGOs and the government.

4. Grievance Reporting Channels

Ascend Telecom will communicate this procedure to its external stakeholders to raise awareness and offer transparency of how stakeholders can voice their grievances. Key channel for external stakeholders to vocalize their grievance can be done in following way:

Email or Call @:

Please write to us on this email id: info@ascendtele.com or call at 080-61164555.

5. Roles & Responsibilities

Role / Position Title	Responsibility
Grievance Committee (Team comprises of Function Heads of Project, Operations and Estate Management)	<ul style="list-style-type: none"> Employee investigating the grievance and liaising with the external stakeholder(s). Developing resolutions and actions to rectify any issues. Follow up and track progress of grievance.
Estate Manager	<ul style="list-style-type: none"> Receive grievances and forward to Grievance Committee. Makes sure the grievance mechanism procedure is being adhered to and followed correctly. Maintains grievance register and monitor any correspondence. Monitor grievances/trends over time and report findings to the Committee. Document any interactions with external stakeholders.

Employees	<ul style="list-style-type: none"> • Receive grievances in person. • Report grievance to the Estate Manager by lodging the Grievance Submission Form. • May provide information and assistance in developing a response and close out of a grievance.
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6. Grievance Redressal Process



a. Receive Grievance

Estate Manager receives all grievances that come through email or an employee. Estate Manager will review the grievance form and process the grievance in accordance with the SOP.

b. Record

All formal grievances will be logged in the Grievance Register and Grievance Submission Forms will be saved in record of correspondence.

c. Screen

Estate Manager is responsible to liaise with the external stakeholder/s and work on a resolution. Grievances will be screened depending on the level of severity to determine and how the grievance is approached. See below table categorizing the different levels:

Category	Description	Grievance Owner
Level 1	When an answer can be provided immediately and/or company is already working on a resolution (only formal grievances to be lodged in the External Grievance Register).	Estate Manager
Level 2	Grievances that will not affect the reputation of Company.	Estate Manager
Level 3	Repeated, extensive and serious grievances that may jeopardize the reputation of Company.	Grievance committee

d. Acknowledge

A grievance will be acknowledged, by the grievance owner, within five working days of a grievance being submitted. Communication will be made either verbally or in written form.

The acknowledgement of a grievance should include a summary of the grievance, method that will be taken to resolve the grievance and an estimated timeframe in which the grievance will be resolved. If required, the acknowledgment provides an opportunity to ask for any additional information or to clarify any issues.

e. Investigate

The Estate Manager along with the employees is responsible for investigating the grievance. The investigation may require the team to make site visits, consult employees, contact external stakeholders and complete other activities. Records of meetings, discussions and activities all need to be recorded during the investigation.

Information gathered during the investigation will be analyzed and will assist in determining how the grievance is handled and what steps need to be taken in order to resolve the grievance.

f. Act

Following the investigation, the Estate Manager will use the findings to create an action plan outlining steps to be taken in order to resolve the grievance. The Estate Manager is responsible for assigning actions, monitoring actions undertaken and making sure deadlines are adhered to.

Once all actions have been completed and the team feels the grievance has been resolved, they will then formally advise the external stakeholder via their preferred method of contact.

g. Follow up and close out

The Estate Manager will make contact with the external stakeholder/s three weeks after the grievance is resolved. When contacting the external stakeholder, the Estate Manager will verify that the outcome was satisfied and also gather any feedback on the grievance process.

7. Appeal

If the external stakeholder is unhappy with the resolution and/or does not agree with the proposed actions, then the Estate Manager needs to escalate the matter to the Grievance Committee. The committee will review the grievance and all documentation gathered

throughout the investigation and determines whether further actions are required to resolve the grievance.

Company is fully committed to resolving an external stakeholder's grievance so if Company is unable to resolve a complaint or a stakeholder is unhappy with the outcome, Company may seek advice from other independent parties.

8. Storing of Grievances

All records, including grievance forms, investigation notes, interviews and minutes of meetings will be securely filed with confidentiality for all parties involved.

9. Power to Amend:

The management reserves the right to amend/withdraw the policy at any time without assigning any reason whatsoever. The final interpretation of the policy will be as interpreted by the management.

Annexure A – Grievance submission Form

Name:	
Company (if applicable):	
Date:	Time:
Preferred Contact Method:	Please provide contact details:
Telephone / Email /Correspondence	_____
Supporting Documents Attached?	Yes____ No____ (Tick Mark)
Please provide details of your grievance	

What outcome are you seeking?	

Additional Information	

For Office Use Only

Stakeholder Reference	
NGO	Government – State or Local
Neighbor communities	Contractor
Political Party/Person	Consultant
Other	
Comment:	

