



Grievance Redressal Policy

To ensure clarity and consistency throughout this Grievance Redressal Policy, the following glossary defines key terms used within the policy.

Glossary:

- **Company:** Refers to "Pakka," including all its divisions, subsidiaries, and affiliated entities.
- **Pakka Team Members:** Refers to all employees of Pakka.
- **Stakeholders:** Individuals or entities directly or indirectly involved in or affected by the Company's business operations, including Pakka team members, customers, contractors, suppliers, and third-party partners.
- **Grievance:** A formal complaint or concern raised by a stakeholder regarding unfair treatment, misconduct, dissatisfaction, or violation of rights or policies.
- **Grievant:** The individual or party who submits a grievance for review and resolution.
- **Grievance Redressal Process:** The structured procedure through which grievances are submitted, investigated, resolved, and documented.
- **Resolution Proposal:** The recommended course of action or solution provided by the Company after investigating a grievance.
- **Grievance Channels:** The official communication pathways through which grievances can be submitted, such as supervisors, HR, customer service, or dedicated email addresses.

Purpose:

Pakka is committed to providing a fair, transparent, and efficient mechanism for addressing grievances from all stakeholders, including Pakka's team members, consumers, and other relevant parties. This policy ensures that concerns are heard, investigated impartially, and resolved in a timely and equitable manner.

Scope:

This Policy is applicable to Pakka, and all stakeholders involved in business operations with Pakka. Consequently, the policy must be observed not only by Pakka's team members but also by our customers, contractors, suppliers, and all other third-party business partners.

Guiding principles:

1. **Fairness and Impartiality:** All grievances will be treated without bias or discrimination.
2. **Confidentiality:** The identity of the grievant and the details of the grievance will be kept confidential to the extent possible, except where disclosure is required for investigation or by law.
3. **Timely Resolution:** Grievances will be addressed and resolved within a reasonable timeframe.
4. **Accessibility:** Multiple channels will be provided to ensure easy access for submitting grievances.
5. **Non-Retaliation:** No individual will face retribution for raising a genuine grievance in good faith.

Grievance channels:

For Pakka team members:

- Direct Supervisor/Manager
- Human Resources Department

For consumers:

- Customer service department
- Dedicated grievance email

Grievance redressal process:

1. **Submission of Grievance:** The grievant submits their concern through the appropriate channel, providing necessary details and supporting documentation.

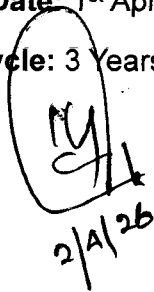
2. Acknowledgement: Pakka will acknowledge receipt of the grievance within a stipulated timeframe (e.g., 3-5 business days).
3. Investigation: An impartial investigation will be conducted by the relevant department or designated committee.
4. Resolution Proposal: Based on the investigation, a resolution or proposed course of action will be communicated to the grievant.
5. Grievant Response: The grievant will have an opportunity to accept or reject the proposed resolution.
6. Escalation (if necessary): If the grievant is not satisfied with the initial resolution, they may appeal to a higher authority within Pakka as specified in the internal procedures for each grievance type.
7. Final Resolution and Closure: Once a resolution is reached and agreed upon, the grievance will be formally closed and documented.

Compliance with this policy is paramount. All grievances are to be submitted to connect@pakka.com for resolution. Instances of non-compliance will result in prompt and strict disciplinary actions.

Approved by: Seva Sangh

Effective Date: 1st April 2026

Review Cycle: 3 Years

A handwritten signature, possibly 'MY', is enclosed in a circle. Below the circle, the date '2/4/26' is written.