



ACE Assessments Pvt. Ltd.

CIRCULAR

ACE/09/2020

19th Dec 2020

Subject: Grievance Cell Set Up for Grievances & Redressal

We have set up a Grievance Cell for the Redressal of Grievances the details are as follows

GRIEVANCE CELL

Ace Assessments Pvt Ltd is committed to provide a safe, fair and harmonious working environment to all employees/ Assessors.

Ace Assessments Pvt Ltd facilitates the resolution of grievances in a fair and impartial manner involving the respective department or partner(dealing with the substantive function connected with the grievance) maintaining necessary confidentiality, depending upon the case.

Any employee/ assessor with a genuine grievance may approach Ace Grievance Redressal Cell to submit his/her grievance through email/writing.

Note: Anonymous complaint/grievance will not be addressed. Any issue reported after 3 months of incidence will not be addressed.

OBJECTIVE:

- To ensure a fair, impartial and consistent mechanism for redressal of varied issues faced by the employee/assessor.
- To uphold the dignity of Ace Assessments Pvt Ltd by promoting cordial employee/ assessor relationship
- To develop a responsive and accountable attitude among the employees/ assessors, thereby maintaining a harmonious atmosphere in the Assessment Agency.
- To ensure that grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- To ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimised
- To advise the employees/ assessors to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason.



ACE Assessments Pvt. Ltd.

Grievance Redressal Committee

Name	e-mail	Tel No
Wg Cdr Anand Varma CEO & HR Subcommittee Head	ceo@aceapl.com	011-42603336
Mr. Ambreesh Aggarwal Legal Counsel Representative	ambreeshaggarwal@yahoo.com	+91 9871102287
Mrs. Neeta Varma	operations@aceapl.com	011-42603336
Gp Capt VK Sobti	sobti11@yahoo.co.in	+ 91 9871495870

Modes to Raise Grievance

1. Online: Mail to be sent to the registered email ID: operations@aceapl.com

2. Offline: The grievance can be reported via letter sent to Ace Assessments office

Address

Ace Assessments Pvt Ltd

Flat- 488 DDA Pocket 4, Sunview Apartments

Sector 11 Dwarka

New Delhi- 110075.

3. Helpline No : 011-42603336

Standard Operating Procedure(SOP) for handling Grievance

- 1. Informal Action** - If the grievance is relatively minor, the employer should have a discussion with the employee to see if it can be resolved informally- Settlement within 48 hrs.
- 2. Investigation** – As soon as possible after receiving a grievance, the employer should carry out an investigation within 5 days Max.
- 3. Grievance Committee Meeting-** Settlement within 7 days
- 4. Decision:** Within 10 days
- 5. Appeal and Voluntary Arbitration Settlement** within 7 days of appeal

Siddharth Varma

Director

Distribution: All employees through / Website/Notice Board