



## Stakeholder Grievance Policy

### 1. Purpose

This policy outlines the procedure for stakeholders to report grievances and seek resolution in a transparent, fair, and timely manner. It ensures that all concerns are addressed effectively and contribute to continuous improvement.

### 2. Scope

This policy applies to all stakeholders, including employees, customers, suppliers, investors, community members, and other parties affected by the organization's operations.

### 3. Guiding Principles

- **Transparency:** Grievance procedures are clear and easily accessible.
- **Fairness:** All grievances will be addressed impartially and objectively.
- **Confidentiality:** Stakeholder identity and details will be protected where required.
- **Timeliness:** Grievances will be handled promptly and efficiently.
- **Non-Retaliation:** Stakeholders will not face retaliation for raising concerns in good faith.

### 4. Grievance Submission Process

Stakeholders may submit grievances through the following channels:

- Email: [govind@saehani.com](mailto:govind@saehani.com)
- Written submission to : KSH Automotive Pvt Ltd, Plot no 11c, Site-A Industrial area, Ammavaripalli(v), penukonda(m), Satyasai Dist
- In-person: <https://maps.app.goo.gl/dXh811c7PPq2csh28>

### 5. Grievance Handling Procedure

1. **Acknowledgment:** The grievance will be acknowledged within 5 business days of receipt.
2. **Review & Assessment:** The grievance will be assessed to determine its validity and appropriate course of action.
3. **Investigation:** If necessary, an investigation will be conducted, ensuring all relevant parties have an opportunity to present their perspectives.
4. **Resolution & Response:** A resolution will be proposed and communicated within 15 business days.



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Address: Plot No.11C, Industrial Park, Site – A, Ammavaripalli Village, Penukonda Mandal, Anantapur, Andhra Pradesh, India-515164

Email: [govind@saehani.com](mailto:govind@saehani.com)

CIN -U28999AP2017FTC107297, Tel: +91-9133442003

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5. **Appeal Process:** If the stakeholder is unsatisfied with the resolution, they may appeal within 7 business days for further review.
6. **Closure:** The grievance will be documented, and measures may be implemented to prevent recurrence.

## 6. Monitoring & Reporting

Regular reports on grievance trends and resolutions will be reviewed by senior management to ensure continuous improvement and compliance with best practices.

## 7. Policy Review & Updates

This policy will be reviewed periodically to incorporate feedback and align with evolving best practices and legal requirements.

