



AI ENGINEERING SERVICES LIMITED
(Wholly Owned Subsidiary of AI Assets Holding Ltd.)
CRA Building, 2nd Floor, Safdarjung Airport, New Delhi-110003

Ref. No. : AIESL/CHRO/2025/38

Dated : 04 June, 2025


OFFICE ORDER NO. 04 OF 2025

Subject: Forwarding of AIESL Grievance Redressal Policy-reg.

Enclosed please find the Grievance Redressal Policy of AIESL for circulation / wide publicity and implementation in the establishment of AIESL.

2. Please acknowledge the receipt of the same.

**Yours Sincerely,
AI Engineering Services Ltd**


(Nitin Asthana) 04/06/2025
CHRO, AIESL

Encl: As above.

Distribution:

All General Managers / Regional HR Head

CC:

CEO
EA to CMD,
All EDs
CFO/CS/CSO
Head ID, (For uploading on website)



AI ENGINEERING SERVICES LTD GRIEVANCE REDRESSAL POLICY

1. Objective:

AI Engineering Services Ltd (AIESL) is committed to fostering a work environment that promotes open communication and prompt resolution of grievances. To address employee concerns and complaints pertaining to their rights ensuring fair and equitable resolution, there is a need for robust grievance redressal policy which will ensure prompt redressal of the grievances of employees employed in the AIESL.

This policy establishes a structured three-tier grievance redressal system to address employee concerns effectively at shop/section, region level and at corporate headquarters.

2. Scope:

This policy applies to all employees of AIESL across its corporate headquarters, Shop/sections and regional offices nationwide.

3. Definition of Grievance:

A grievance is any dissatisfaction or feeling of injustice that an employee experiences concerning workplace policies, conditions, or decisions affecting them.

4. Three-Tier Grievance Redressal System:

(A) Tier 1: Section/Shop Level Grievance Redressal Officer (SGRO)

- (a) Each section/shop of AIESL shall have a designated Grievance Redressal Officer (SGRO) and concerned Head of region will notify the Section GROs in their respective region.
- (b) The GRO at the section/shop level will be responsible for addressing employee grievances and attempting to resolve them within 10 working days.
- (c) If the grievance is not resolved at this level, the matter will be escalated to Tier 2.

(B) Tier 2: Regional Grievance Redressal Officer (RGRO)

- (a) Each region shall have a Grievance Redressal Officer preferable senior officer not below the rank of General Manager of the region.
- (b) The RGRO will hear unresolved grievances forwarded by the Section/shop Level GRO.
- (c) The RGRO shall resolve the grievance within 15 working days.



(C) Tier 3: Corporate Grievance Redressal Officer (CGRO) at HQ

- (a) The Corporate Grievance Redressal Officer shall handle grievances unresolved at the regional level.
- (b) The final decision shall be taken at this level within 20 working days.

5. Grievance Redressal Process:

- (A) Employees shall submit their grievances in writing to the Section/shop Level GRO.
- (B) If unresolved within the stipulated time, the matter will be escalated to RGRO.
- (C) If still unresolved, it will be forwarded to CGRO for final resolution.
- (D) Employees will be informed of the resolution at each stage.

6. Confidentiality and non-retaliation:

All grievances shall be handled confidentially, and no employee shall face retaliation for raising genuine concerns.

7. Proforma for individual grievance:

A standard proforma has been devised for raising grievance by individual employee and a copy of the same is enclosed with this policy (**Annexure-I**).

8. Maintenance of Grievance Register by concerned GROs:

The Grievance Redressal Officer at section/shop level, regional and corporate level shall maintain a digital register of grievances received from the individual employees in the proforma enclosed (**Annexure-II**) with the policy.

9. Review and Monitoring:

The Corporate HR Department shall periodically review grievance records and recommend policy improvements.

(Sharad Agrawal)
Chief Executive Office
AI Engineering Services Limited

Dated: 30.05.2025

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CRA Building, 2nd Floor, Safdarjung Airport, New Delhi-110003

Ref. No.: AIESL/CHRO/2025/39

Dated: 04 June, 2025

OFFICE ORDER NO. 05 of 2025

Subject: Appointment of Grievance Redressal Officer (GRO) for AIESL.

Whereas as per the Grievance Redressal Policy of the company, Grievance Redressal Officers are required to be appointed for section/shop level, region level and at corporate level. Accordingly, following officers are appointed ex-officio in the AIESL for working as Grievance Redressal Officers (GRO) at Corporate and regional level for the jurisdiction as mentioned against each. The detailed procedure for handling grievances has already been notified vide office order No. 04 of 2025 in this regard.

Details of the Officers Designated as Grievance Officers

A. Tier 3 - Corporate Level / All India

Designation	Email ID (Post Related)	Jurisdiction
Executive Director (Group A)	edengg.aiesl@aiesl.in	Corporate
Executive Director (Group B)	edaiesl.bom@aiesl.in	Corporate

B. Tier 2 – General Manager/ Regional Level

Designation	Email ID (Post Related)	Jurisdiction
GM (Engg.) NR	gmenr@aiesl.in	Northern Region
GM (Engg.) WR (Group A)	wrgme@aiesl.in	Western Region, Group A
GM (Engg.) WR (Group B)	gm.wrgrb@aiesl.in	Western Region, Group B
GM (Engg.) ER	ergmengg@aiesl.in	Eastern Region

एआई इंजीनियरिंग सर्विसेस लिमिटेड (ए आई ई एस एल), दूसरी मंजिल, सीआरए बिल्डिंग, सफदरजंग एयरपोर्ट कम्प्लेक्स, नई दिल्ली-110003

AI ENGINEERING SERVICES LIMITED (AIESL), 2ND FLOOR, CRA BUILDING, SAFDARJUNG AIRPORT COMPLEX, NEW DELHI-110003

CIN : U74210 DL2004 GOI 125114

Website: www.aiesl.in

GM (Engg.) SR	stationheadhyd@aiesl.in	Southern Region
CMM, Nagpur	cmm.mro-nagpur@aiesl.in	Nagpur
CMM, TRV	cmm.trv@aiesl.in	Trivandrum

C. Tier 1 – Section Incharge / Shopfloor Level: These officers shall be nominated by respective regional heads:

Name	Designation	Email ID (Post Related)	Jurisdiction

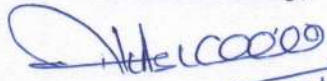
2. In this role, you will be responsible for addressing and resolving employee grievances in a timely and impartial manner, as outlined in the AIESL Grievance Redressal Policy. Your key responsibilities include:

- (a) Receiving and addressing employee grievances.
- (b) Providing resolutions within the stipulated time frame.
- (c) Escalating unresolved grievances to the next tier.
- (d) Maintaining confidentiality and ensuring a fair process.

3. Your appointment as Grievance Redressal Officer shall be in addition to your existing responsibilities and shall remain effective until further orders.

4. This issues with the approval of the Competent Authority.

Yours Sincerely,


(Nitin Asthana) 04/06/2025
CHRO, AIESL

Distribution:

All General Managers / Regional HR Head

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CEO
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Proforma for Grievance Registration

1. Name of the employee:
2. SAP No. and designation of the employee:
3. Section /Shop where presently working:
4. Place of posting:
5. Sex: (Male/Female/Others):
6. Address: (For communication):

7. Contact Information: (i) Mobile number: (ii) email ID:
8. Details of the Complaint:
 - (i) Nature of Complaint: (e.g., Delay in issuing policy, dispute, claim, etc.):

 - (ii) Specifics of the Complaint: (Detailed description of the issue):

 - (iii) Whether any correspondence/reference made earlier:
 - (iv) Whether the grievance department of the concerned SGRO has been consulted:
9. Supporting Documents: Details of relevant documents in respect of Grievance (attached):(If applicable)

10. Declaration: I/We declare that the information provided is true and correct.

Date:

Signature of the Complainant/Employee.

