



GRIEVANCE POLICY

We value your trust & understand that there may be situations where you need to address concerns or grievances. This Grievance Policy outlines our commitment to addressing and resolving recruitment payment related grievances in an efficient manner.

The purpose of this policy is to:

- Define the process for customers to raise recruitment payment related grievances.

Customers can submit grievances through the following channels:

- **Email:** Send an email to *recruitment@sjvn.nic.in*

When submitting a grievance, please provide the following information:

- Details of Recruitment advertisement (Advt. No. and Date).
- A clear description of the grievance, including relevant details.
- Any supporting documents or evidence.

Upon receiving a grievance, we will follow these steps:

- **Investigation:** We will thoroughly investigate the matter.
- **Resolution:** We will work diligently to address the grievance as quickly as possible.
- **Closure:** Once the grievance is resolved, we will notify you of the outcome.

Escalation: If you are not satisfied with the resolution provided, you have the option to escalate the grievance to a higher authority within our organisation as per details below:

Name of Grievance Officer: **Sh. C. S. Yadav, ED (HR), SJVN Ltd.**

Email ID of Grievance Officer: **hod.corporatehr@sjvn.nic.in**

While escalating the matter to the Grievance Officer, you are requested to share complete details of grievance raised and resolution provided.