

Grievance Redressal Policy

Introduction:

The Board of Directors ("Board of Directors") of BLUE JET HEALTHCARE LIMITED (hereinafter referred to as "**the Company**" or "**Blue Jet Healthcare**") has determined that the Company should formalize its Policy on the Company's grievance redressal mechanism.

Blue Jet Healthcare emerges as a prominent player in the healthcare industry, dedicated to revolutionizing medical services. Committed to nurturing an inclusive and supportive workplace culture, the Company prioritizes the well-being and satisfaction of all stakeholders. In alignment to the Company's effort towards the stakeholders, the Company has established a comprehensive grievance redressal system. Blue Jet Healthcare recognizes that grievances, whether raised by employees, customers, or other stakeholders, can impact morale, productivity, and overall organizational performance.

Through open communication channels, impartial investigation procedures, and swift resolution processes, we strive to cultivate a culture where individuals feel empowered to voice their concerns and confident in the organization's commitment to addressing them effectively.

Governance:

The Chief financial officer of the Company shall be the Compliance Officer for the Policy.

- a) All reports, complaints, doubts, or concerns in relation to this Policy shall be raised to the Compliance Officer. Every query or concern raised in relation to any suspected violation of this Policy shall be investigated by the Compliance Officer.
- b) Any action required to be undertaken under this Policy shall be taken by the Compliance Officer in accordance with this Policy. The Compliance Officer shall have a functional reporting to the Board of Directors and shall submit quarterly compliance reports to the said Board of Directors. Aggravated cases of breach of this Policy shall be escalated to the Board of Directors of the Company.

Policy Statement:

The purpose of this Policy is to:

- a) Fostering a workplace environment characterized by adherence to ethical standards, cultivation of positive relations, promotion of effective communication, and enforcement of equal treatment for all stakeholders, both in principle and practice.
- b) Provide a structured framework for addressing and resolving concerns raised by various stakeholders within the organization, including employees, customers, and other relevant parties.

This Policy aims to ensure that grievances are handled promptly, fairly, and effectively, establishing a workplace environment where all individuals feel heard, valued, and respected. By implementing a robust grievance redressal system, Blue Jet Healthcare showcases its efforts towards enhancing organizational transparency, trust, and overall satisfaction. In alignment with the Company's overall effort, the Grievance Redressal Policy is formulated to establish an accessible and responsive mechanism for addressing grievances.

Coverage:

The Policy applies to all Blue Jet Healthcare stakeholders. This Policy extends across all the Company's business operations. All persons covered by this Policy, in discharging their duties on behalf of the Company, are required to comply with the laws, rules and regulations applicable in the location in which the Company is performing business activities. For resolving grievances of investors, requirements of the Companies Act, 2013, the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 and other Securities and Exchange Board of India Regulations (SEBI) including their respective modifications for the time being in force will apply, notwithstanding any inconsistency with this Policy.

Definition:

“**Policy**” means “Grievance Redressal Policy”

“**Internal Stakeholders**” - Internal stakeholders are individuals or groups directly associated with the organization and have a vested interest in its operations, success, and outcomes. These may include but not limited to employees, managers, executives, shareholders, and board members.

“**External Stakeholders**” - External stakeholders are individuals, groups, or entities that are not directly employed by the organization but are affected by its actions, decisions, and outcomes. This category can encompass a wide range of entities, such as customers, suppliers, regulatory agencies, government bodies, communities, and advocacy groups.

“**Grievances or complaint**” - any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service and in seeking a remedial action but does not include the following -

- Complaints that are incomplete or not specific in nature.
- Communications in offering suggestions.
- Communications seeking guidance or explanation.

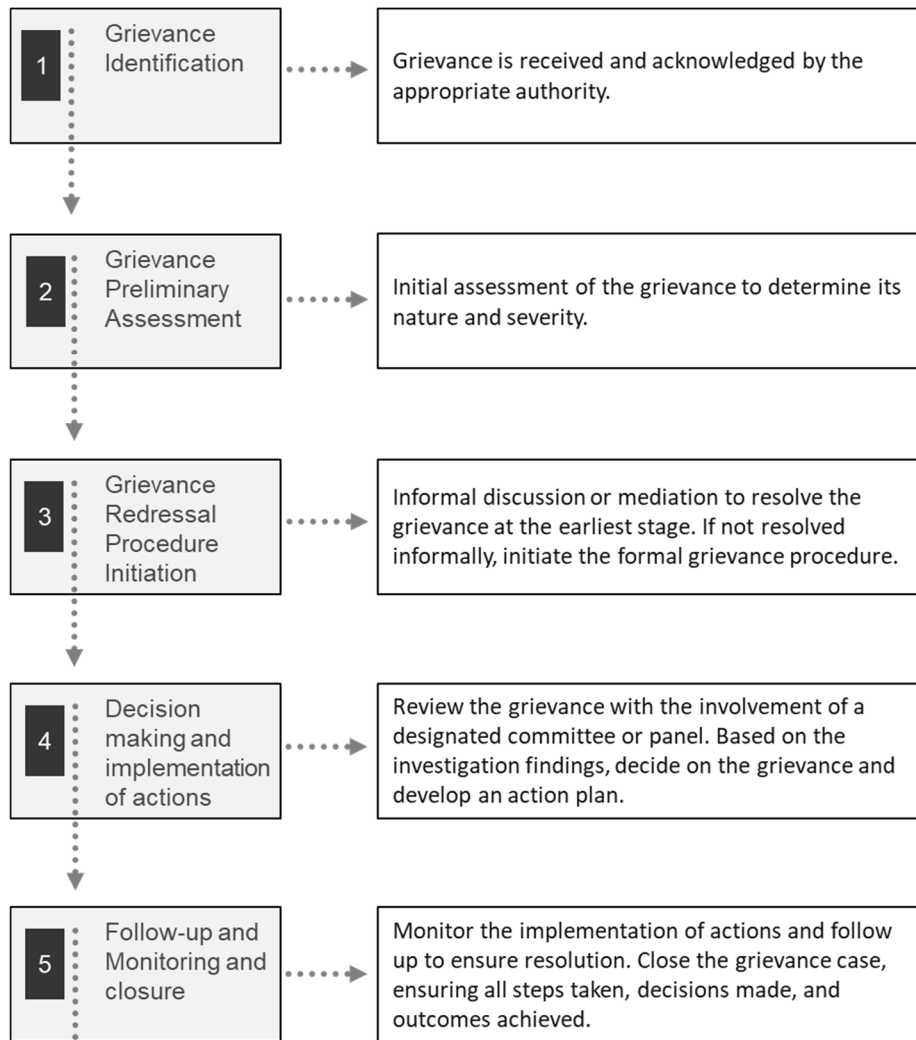
Objectives of the Policy:

The following are the key objectives of the Policy:

- a) **Timely Resolution:** Adherence to ensure that grievances are addressed promptly to prevent escalation and minimize negative impacts on individuals and the organization.
- b) **Fairness and Impartiality:** To ensure that all grievances are treated with fairness, impartiality, and confidentiality, regardless of the position or status of the individual raising the concern.
- c) **Transparency and Accountability:** To ensure utmost transparency in the grievance resolution process, keeping stakeholders informed about the status and outcomes of their grievances.
- d) **Continuous Improvement:** Incorporating the use of feedback from grievances as an opportunity for organizational learning and improvement, identifying recurring issues and implementing proactive measures to prevent future grievances.
- e) **Employee Well-being and Satisfaction:** To make sure to enhance employee morale, satisfaction, and retention by providing mechanisms for addressing their concerns in a supportive and respectful manner.

- f) **Legal Compliance:** To ensure compliance with relevant laws, regulations, and industry standards related to grievance handling, thereby mitigating legal risks and promoting ethical practices within the organization.

Grievance Redressal Process:



The following processes shall be followed for expressing and seeking grievance redressal:

- **Complaint Submission:** Stakeholders submit their complaints through dedicated channels provided by Blue Jet Healthcare, including phone, email, or postal address.

Channels through which the Stakeholders can register their complaints
Over Phone – 022-69891200
Through e-mail – companysecretary@bluejethealthcare.com

Through Post - 701, 702, Bhumiraj Costarica, 7th Floor, Sector 18, Sanpada, Navi
Mumbai, Maharashtra, 400705

- **Designation of Point of Contacts (PoCs):** Based on the nature of the complaints, designated Point of Contacts (PoCs) are assigned to receive and acknowledge the complaints accordingly.
- **Grievance Assessment:** Upon receipt, PoCs assess the complaints to determine the severity and nature of the grievances.
- **Initiation of Inquiry or Investigation:** Within one week of receiving a complaint, PoCs decide whether further inquiries or investigations into the background facts or allegations are warranted based on the assessment.
- **Handling Anonymous Complaints:** Stakeholders have the option to remain anonymous while raising grievances. PoCs ensure anonymity is respected while addressing such complaints.
- **Rejection of Frivolous Grievances:** PoCs promptly reject frivolous grievances and notify the stakeholders of this decision, providing reasons for rejection where applicable.
- **Official Registration and Documentation:** Validated complaints are officially registered and documented upon the conclusion of investigations, ensuring transparency and accountability.
- **Resolution Efforts:** Efforts are made to resolve grievances within 60 days of registration. For investor-related grievances, timelines mandated by SEBI/the Ministry of Corporate Affairs are strictly adhered to.
- **Regular Updates to Complainants:** Complainants receive regular updates on the status of their complaint resolution, ensuring transparency and maintaining stakeholder confidence.

Grievance handling hierarchy:



Communication of the Policy:

Blue Jet Healthcare shall ensure that all stakeholders are aware of and have access to the Grievance Redressal Policy. In line with this effort:

- **Policy Dissemination:** The Policy shall be communicated to all Blue Jet Healthcare stakeholders across all Indian operations by providing them access to the Policy document.

- **Awareness Sessions:** The Company shall conduct awareness sessions, whenever required, for all stakeholders covered under this Policy to ensure a clear understanding of its provisions and procedures.
- **Accessibility:** The Policy shall be easily accessible on the company's website/intranet, ensuring stakeholders can refer to it whenever necessary.
- **Strategic Role of the Board:** The Company's Board of Directors shall play a strategic role in the full implementation of this Policy.
- **Periodic Review:** A periodic review of the Policy shall be carried out annually to ensure its effectiveness and relevance. Any necessary amendments will be made in consultation with the Board of Directors.
- **Approval Authority:** The Board of Directors shall serve as the approving authority for the Company's stakeholder engagement activities, including the Grievance Redressal Policy. They will approve the Policy and any amendments thereto to ensure alignment with the company's objectives and values.

Version History:

Version	Approved By	Approval Date	Effective Date	Clause(s) Modified
1.0	Board of Directors	06.08.2024	06.08.2024	-

**Indicative table*