



GRIEVANCE REDRESSAL POLICY

Dodla Dairy Limited

CIN: L15209TG1995PLC020324

Reg office: 8-2-293/82/A, 270/Q,
Road No 10-C, Jubilee Hills, Hyderabad,
Telangana, India - 500 033

Tel: 040-4546 7777 Fax: 040-4546 7788

Email: cs@dodladairy.com

Website: www.dodladairy.com

1. OBJECTIVE

The objective of this Policy is to provide efficient grievance redressal mechanism for all employees of the Organization, by establishing the protocol to enable the Organization to resolve grievances effectively in a time bound manner.

2. SCOPE

This policy applies to all categories of employees of the Company, including permanent, temporary, trainees, and employees on contract basis working at various locations. It also extends to business stakeholders viz., Customers, vendors, partners and visitors who are dealing with our employees in the course of business activities.

3. GRIEVANCE

3.1 Grievance is defined as any kind of dissatisfaction arising out of an action or lack of it which needs to be addressed to enable the employee to function efficiently and effectively. Broadly, it can be stated to any discontent or dissatisfaction with any aspect of the organization. An employee may make a complaint under this policy, regarding any matter relating to their employment. This can include the following but is not limited to those listed below:

- ❖ Aggrieved by usage of un-parliamentary/ abusive language by colleague or supervisor
- ❖ Not being provided with necessary resources to work
- ❖ Being blocked from accessing the required information
- ❖ Receiving of threats to do or not to do certain actions
- ❖ Being cornered by spreading baseless rumors
- ❖ Being aggrieved due to favoritism of colleagues/ supervisor
- ❖ Being humiliated in public/ private for trivial issues with an intention to insult

3.2 Grievances will be treated with utmost confidentiality and sensitivity. Initially, any difference of opinion needs to be resolved by way of discussion with the person with whom he has an issue. The intent is to promote healthy working relationships and supervisory practices.

- 3.3** A grievance box is available at all locations i.e., plants/ CCs/ Sales Offices/ Corporate Office for employees to drop their grievance letters.
- 3.4** In addition to the grievance box, there is one more avenue to raise your grievances by way of writing/ recording in the Grievance Book which is maintained at each section in the plants.

4. RESPONSIBILITIES REGARDING GRIEVANCE HANDLING SYSTEM

All employees of the Organization have a personal responsibility to ensure that their behavior is not contrary to this policy and are encouraged to reinforce the maintenance of a good and safe work environment.

5. COMPLAINT MECHANISM

- 5.1** The initial approach to settle any issue is open communication. An employee should first seek to resolve his/ her complaint with his/ her immediate supervisor through informal discussion. If such discussion does not resolve the matter, then the employee may initiate a formal grievance as described in this policy for a quicker solution.
- 5.2** The Employee can either send an email to grievances@dodladairy.com or drop a complaint letter in the Grievance Box/ Book situated in the office/ plant/ CC premises.

6. GRIEVANCE REDRESSAL COMMITTEE (GRC)

- 6.1** The Organization has constituted a Grievance Redressal Committee and has created a complaint redressal mechanism for time- bound redressal of the complaints made by the employees at all locations. The details of the plant-wise GRC committee are available with this Policy as Annexure – I.
- 6.2** During the process of dealing with grievance, it is important to maintain fairness in the proceedings. Hence, the following elements have been considered by the Organization:
- a) All employees are encouraged to resolve their challenges in the workplace at the earliest by way of discussions.
 - b) Whenever there is a grievance discussion the parties should attend to it promptly and shall not unreasonably delay meetings/ decisions.
 - c) The Grievance chairman will ensure that the grievance is resolved within seven

working days from the date of initiating the settlement process.

- d) In case you have not heard from the committee within a week's time, or you are not satisfied with the resolution of your grievance you can write to the Corporate Grievance Committee Chairman at: grievances@dodladairy.com
- e) The Grievance Redressal committee is accessible to all the employees six days in a week i.e., Monday to Saturday from 9:30 a.m. to 5:00 p.m.
- f) If any committee member leaves the organization the Plant manager / grievance chairman will decide the new member within 10 days.
- g) If any Grievance Chairman leaves the organization the corporate grievance chairman will decide the new Chairman for the location within 10 days.

7. ROLES AND RESPONSIBILITIES OF GRC

The GRC shall be responsible for ensuring that grievances are dealt with effectively in accordance with the procedures set out under this Policy. GRC shall adhere to the following principles:

- GRC shall conduct awareness sessions to the existing and new employees on regular basis.
- Evaluate the grievances and identify the root cause for the dissatisfaction.
- The GRC shall take the letters from the Grievance Box/ complaints from the Grievance Book once in 15 days and review the method of disposal of grievances.
- The Committee shall strictly adhere to the principles of natural justice while conducting an enquiry into a complaint and shall provide sufficient right and opportunity to both the parties to present their perspectives/ point of views before the committee.
- If the grievance is of a trivial nature, it shall counsel the parties and close his/ her grievances.
- If the grievance is of significant nature, then the committee will conduct the detailed discussions with both parties and inform the finalized decision taken by the committee after completing discussions.

- GRC shall conduct Bi-monthly meetings by opening the Grievance Box & Book and shall review the grievance redressal mechanism and take necessary actions based on the review. The location GRCs shall submit the minutes of the meeting to Corporate GRC including any corrective action taken.

8. RECORD RETENTION & ACCESS

8.1 The Committee should ensure that the following minimal set of records are maintained. HR department shall ensure the safekeeping of the records.

- ❖ Complaint Letter;
- ❖ The nature of the grievance;
- ❖ Evidences on record;
- ❖ Details of proceedings and recommendations of the GRC
- ❖ Corrective action taken by the GRC;

8.2 All documentation pertaining to a Complaint will be maintained for a period not less than 180 days from the date of disposal of the Complaint.

9. PROTECTION TO COMPLAINANT

9.1 The Company is committed to protect the complainant from any kind of low esteem/ threat. The identity and address of the aggrieved person, respondent and witnesses shall not be published or disclosed to other employees or outsiders.

9.2 The Company will ensure that the complainant or witnesses are not victimized or discriminated.

10. CONFIDENTIALITY

10.1 All reports and records associated with Complaints under this Policy are considered confidential information and access will be restricted to all employees except GRC.

10.2 All members of the Grievance Committee, as well as any staff member questioned in relation to an issue at hand, are always bound by the duty of confidentiality. All concerned records shall not be disclosed except in cases as required under any legal obligations or judicial orders.



11. AWARENESS

- 11.1** All the Permanent Employees, employees on contract basis, Agents, Customers and Vendors shall have access to this Policy at any given point of time and clarification related to this Policy shall be addressed by the HR team.
- 11.2** A brief about this Policy shall be given to all new employees in the organization during their initial induction.
- 11.3** The company shall display the GRC members details on the notice board at each location of its establishments.

12. IMPROPER COMPLAINTS

Complaints which are found frivolous or malicious shall be dealt seriously. Employees indulging in such kind of false complaints shall undergo disciplinary action including termination of their services.

[Scroll down for committee details of various locations](#)

ANNEXURE – I
GRIEVANCE REDRESSAL COMMITTEES

CORPORATE OFFICE				
S. No	Name of the Employee	Designation	Role	Contact No.
1	Mr. A. Madhusudhana Reddy	Head HR & Admin	Chairman	9849982484
2	S. Nageswar Rao	Manager – HR	Member	9515110806
3	V. Krishna Prasad	Head - IT	Member	98499 82488
4	Ashwini	Manager – F&A	Member	9100017420
5	M. Neerajakshi Naidu	Dy. Manager - Materials	Member	8008801837
6	S. Shiva Reddy	Asst. Manager – Legal	Member	8008499957
7	Satish Kumar Reddy	Head - QA	Member	9849982487
Corporate Grievance Chairman E-mail:		amsreddy@dodladairy.com		
Corporate HR E-mail:		nageswarrao.s@dodladairy.com		

BADVEL				
S. No	Name of the Employee	Designation	Role	Contact No.
1	N John Babu	Deputy Manager – PROD.	Chairman	9959912671
2	C. Siva Kishore Reddy	Senior Executive – HR	Member	9100241062
3	P. Venkareddy	Junior Executive – PROD	Member	7036320125
4	V Seshadri	Assistant Manager – QA	Member	8008473683
5	M Babu	Operator – PROD	Member	9052214250
6	K. Bala Chennaih	Operator – PROD	Member	9390259123
7	P. Venkataramaiah	Assistant - QA	Member	9849168141
Grievance Chairman E-mail:		johnbabu@dodladairy.com		
Plant/Regional HR E-mail:		Sivakishoreddy.c@dodladairy.com		

PALACODE				
S. No	Name of the Employee	Designation	Role	Contact No.
1	N. Navin	Assistant Manager – PROD	Chairman	8121011833
2	K. Suresh	Executive – HR	Member	9840112119
3	B. Manojkumar	Senior Executive – PROD	Member	7338815729
4	K. Karthick	Senior Operator – PROD	Member	9789444328
5	R. Madhavan	Senior Operator – PROD	Member	8825325323
6	R. Valagurunadhan	Assistant Manager - Maintenance	Member	9677022761
7	C. Arul Murugan	Executive - Materials	Member	9790900145
Grievance Chairman E-mail:		navin.n@dodladairy.com		
Plant/Regional HR E-mail:		suresh.k@dodladairy.com		

PENUMURU				
S. No	Name of the Employee	Designation	Role	Contact No.
1	V Devendra Reddy	Manager – PROD	Chairman	8008455588
2	B Narasimha Rao	Senior Executive – HR	Member	9121244396
3	M V Ramana	Executive – Maintenance	Member	8008364343
4	S Janardhan	Senior Executive – QA	Member	8008800449
5	V Delip Kumar	Senior Executive – PROD	Member	8008438529
6	B Suresh	Executive – Materials	Member	8008463336
7	P Raveendra Reddy	Executive – F & A	Member	9515761568
Grievance Chairman E-mail:		devendrareddy@dodlairy.com		
Plant/Regional HR E-mail:		narasimharao.b@dodlairy.com		

NELLORE				
S. No	Name of the Employee	Designation	Role	Contact No.
1	Laxma Reddy A	AGM – PROD	Chairman	9121108153
2	Suresh Reddy Boddu	Dy. Manager – PROD	Member	9849909504
3	KSR Gurudeepak	Dy. Manager – HR	Member	8008554573
4	Srinivasulu Oduru	Assistant Manager – F & A	Member	8008526985
5	Naseer Ahamed Mohammed	Assistant Manager –MA	Member	9849910493
6	Venkateswarlu Yalakatla	Executive – FM	Member	7995333264
7	Chennaiah Bheemathati	Senior Executive - QA	Member	9959132849
Grievance Chairman E-mail:		laxmareddy.a@dodlairy.com		
Plant/Regional HR E-mail:		gurudeepak.k@dodlairy.com		

BATLAGUNDU				
S. No	Name of the Employee	Designation	Role	Contact No.
1	A R Siva Prakash	Regional Manager – PROD	Chairman	8008728282
2	B Kathiravan	Assistant Manager – HR	Member	9750950505
3	M Dhanasekar	Assistant Manager – PROD	Member	9942522300
4	S R Anish	Assistant Manager - Maintenance	Member	6380977010
5	R Suresh Kumar	Assistant Manager – QA	Member	7010987529
6	T Kalaiselvan	Executive – PROD	Member	9047812087
7	T Jegan	Senior Executive -MA	Member	7373794656
Grievance Chairman E-mail:		arsivaprakash@dodlairy.com		
Plant/Regional HR E-mail:		kathiravan.b@dodlairy.com		

SATTENAPALLI				
S. No	Name of the Employee	Designation	Role	Contact No.
1	K. Ramesh Reddy	Dy. Manager – PROD	Chairman	9100065941
2	E. Viswanatha Reddy	Sr. Executive – HR	Member	8008032650
3	R. Nayomi	Jr. Executive – QA	Member	8639876637
4	K. Parvateeswara Rao	Sr. Executive – PROD	Member	9849912082
5	Chilaka Rajasekhar	Sr. Operator – PROD	Member	9963393191
6	K. Durga Mahendra	Sr. Operator – PROD	Member	9966274108
7	Shaik Nagoor Vali	Assist Technician - Maintenance	Member	9701786328
Grievance Chairman E-mail:		rameshreddy.k@dodlaidairy.com		
Plant/Regional HR E-mail:		viswanathareddy.edula@dodlaidairy.com		

VEDASANDURU				
S. No	Name of the Employee	Designation	Role	Contact No.
1	Sukumar E	Plant Manager – PROD	Chairman	7373794631
2	Nagasiddareddy N	Asst. Manager – PROD	Member	6380976944
3	Rajapandian M	Executive – HR	Member	6381750440
4	Nagaraj R	Executive – Maintenance	Member	9865228242
5	Marikannan M	Executive – PROD	Member	8610252122
6	Thana Sekaran M	Executive – QA	Member	8682924768
7	Kalimuthu M	Executive – F & A	Member	6380976943
Grievance Chairman E-mail:		sukumar.e@dodlaidairy.com		
Plant/Regional HR E-mail:		rajapandian.m@dodlaidairy.com		

TUMKUR				
S. No	Name of the Employee	Designation	Role	Contact No.
1	Kumara Swamy Seepana	Manager – PROD	Chairman	7026642557
2	Reddeppa Reddy V	Executive – QA	Member	9844521204
3	Raveesh M	Assistant – PROD	Member	7026627198
4	Ningappa A Toroji	Senior Operator – PROD	Member	9741585601
5	Thimmaraju.N	Executive – HR	Member	9740957406
6	Mallikarjuna S	Junior Executive – F&A	Member	9611199881
7	Manjunatha K	Executive - IT	Member	7975484010
Grievance Chairman E-mail:		kumaraswamy@dodlaidairy.com		
Plant/Regional HR E-mail:		Thimmaraju.n@dodlaidairy.com		

KURNOOL				
S. No	Name of the Employee	Designation	Role	Contact No.
1	M Jagadeeshwar	Plant Manager	Chairman	8008800201
2	Bhagya Banothu	Sr. Executive – PROD	Member	9885506057
3	G Surya Prakash Reddy	Sr. Executive – HR & Admin	Member	8008552960
4	P Gnanendra Reddy	Executive – F & A	Member	9492624291
5	Y Sai Babu	Executive - QA	Member	9550787683
Grievance Chairman E-mail:		jagadeeshwar@dodladairy.com		
Plant/Regional HR E-mail:		suryaprakash.g@dodladairy.com		

PALAMANER				
S. No	Name of the Employee	Designation	Role	Contact No.
1	D Veeresh	Manager – PROD	Chairman	8008355564
2	N Raja Sekhar	Asst Manager – HR & Admin	Member	9849905659
3	S V Chalapathi	Dy. Manager – Materials	Member	9959732034
4	V Krishna Chand Khandavelli	Manager – QA	Member	9849910825
5	Masthan Vali Vali	Executive - PROD	Member	9515760717
6	Sudhakar Rasilla	Executive – PROD	Member	8008804597
7	Kumar Subramanyam	Asst Manager - Maintenance	Member	8008804365
Grievance Chairman E-mail:		veeresh.d@dodladairy.com		
Plant/Regional HR E-mail:		rajasekhar.n@dodladairy.com		

KIRWATTI				
S. No	Name of the Employee	Designation	Role	Contact No.
1	Pradeep Kumar G	Plant Manager – PROD	Chairman	9392918060
2	Pandurang Subbanna Bagare	Deputy Manager – FA	Member	6304905172
3	Prakash Babu B	Assistant Manager – QA	Member	7993295755
4	Vinayak Sadashiva Gajakosh	Executive – HR & Admin	Member	9392918054
5	Nagraj Beera	Operator – PROD	Member	9481206840
6	Prakash D	Assistant Manager – HR & Admin	Member	7090796611
7	Panchami Gokarna	Trainee Assistant - PROD	Member	6281330741
Grievance Chairman E-mail:		pradeepkumar@dodladairy.com		
Plant/Regional HR E-mail:		prakashd@dodladairy.com		

INDRAGI				
S. No	Name of the Employee	Designation	Role	Contact No.
1	Raghavendra RT	Sr Manager – PROD	Chairman	9121295429
2	Venkata Reddy K	RSM – Procurement	Member	9844609400
3	Giri Babu L	Manager – QA	Member	9704148029
4	Santosh	Executive – HRM	Member	7406799988
5	Vishwanath M	Executive – PROD	Member	9071372118
6	Sharanappa Nagappa Dasapur	Operator – PROD	Member	9900566377
7	Revathi	Executive - Sales	Member	9844189073
Grievance Chairman E-mail:		raghavendra.r@dodladairy.com		
Plant/Regional HR E-mail:		Satheesh.n@dodladairy.com hanumanthareddy.b@dodladairy.com		

CHENDURTHI				
S. No	Name of the Employee	Designation	Role	Contact No.
1	L. Sadasiva rao	Manager – PROD	Chairman	7995888283
2	Sudhakar. A	Dy. Manager – HR	Member	9849905495
3	K. Manikanta	Dy. Manager – PROD	Member	7995111746
4	V.R.K Prasad	Sr. Executive – F & A	Member	8008590555
5	I. Jaganmohan Reddy	Asst. Manager – Maintenance	Member	9849910314
6	B. Praveen	Dy. Manager – QA	Member	9959640011
7	P. Bayya Reddy	Asst. Manager - PROD	Member	7995888281
Grievance Chairman E-mail:		sadasivarao.l@dodladairy.com		
Plant/Regional HR E-mail:		sudhakar@dodladairy.com		

GUNDRAMPALLY				
S. No	Name of the Employee	Designation	Role	Contact No.
1	KVVS Rajani Kumar	Sr.Manager – PROD	Chairman	9849981906
2	N Satyanarayana	Asst.Manager – HR	Member	8008800799
3	A Umakanth	Manager – PROD	Member	9121230131
4	K Venkata Reddy	Asst.Manager – Maintenance	Member	9100403722
5	N Govind	Executive – PROD	Member	9100257945
6	Abdul Galib	Sr.Technician – Maintenance	Member	7702831948
7	Mahammed Jubair Shaik	Sr.Executive - MA	Member	8121033774
Grievance Chairman E-mail:		rajani कुमार@dodladairy.com		
Plant/Regional HR E-mail:		satyanarayana.n@dodladairy.com		