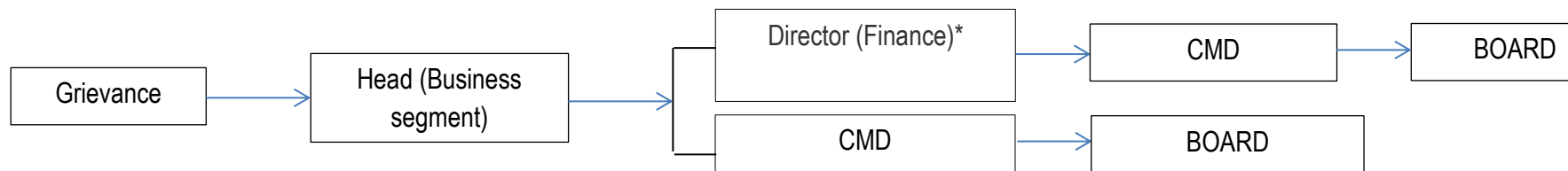


Process of Redressal of Grievance

A formal Complaint / Grievance handling procedure for all individuals already exist in ANTRIX as below.

A "Grievance" for the purpose of this Scheme would mean, a cause of distress felt on account of being wronged, to form a reason for complaint, relating to any Individual/ Group (other than those not covered under the Scheme), arising out of any decision taken by Antrix in relation to that Individual/Group.

- I. An employee of Antrix may raise a complaint as per the Staff Grievance Redressal Procedure at <https://www.antrix.co.in/sites/default/files/6.%20ANTRIX%20Staff%20Grievance%20Redressal%20Procedure.pdf>
- II. A member of public may raise a grievance through CPGRAMS portal <https://pgportal.gov.in/>
- III. Customers/ stakeholders may register their grievance through the link <https://www.antrix.co.in/contact-us> In such cases, the grievance shall be resolved through the following channel.



*On matters where finance is involved.

Grievances that will not be taken up include:

- Anonymous complaints / Frivolous cases / others in respect of which inadequate supporting details are provided.
- Cases involving decisions/policy matters in which the aggrieved has not been affected directly/indirectly.
- Cases where quasi judicial procedures are prescribed for deciding matters or cases that are sub-judice.
- Complaints of corruption. These are to be lodged separately with the Chief Vigilance Officer.