

Frequently Asked Questions

Question	Answer
What should I do if I have a complaint?	<ul style="list-style-type: none"> • Use any of the following channels for reporting the complaint <ul style="list-style-type: none"> ○ Report it to your immediate supervisor/manager ○ If not satisfied on the action taken, speak with your Human Resource Manager ○ If still not satisfied on the action taken, use the reporting channels as mentioned in the policy, with complete assurance on confidentiality of information
What is the need of whistle-blower helpline?	<ul style="list-style-type: none"> • Whistle-blower helpline is a means for employees and other persons covered under this policy to confidentially and/or anonymously, report any unacceptable practice, any event of misconduct or any violation of its CoC/other policies or laws governing it • It is for use in a situation where a person does not feel comfortable using any of the usual channels of communication or protocols to raise a concern (e.g., immediate supervisor or a Human Resources), or where the person has reason to believe that using the typical communication and reporting channels has been, or would be, unsuccessful
Is there any time limit for reporting a case?	<ul style="list-style-type: none"> • There is no time limit for reporting the case • However, you are encouraged to report as soon as possible
Is there any specific time in which I have to make calls?	<ul style="list-style-type: none"> • The complaint can be made from 09.00 am to 05.00 pm on official working days
How do I know the status of my complaint?	<ul style="list-style-type: none"> • When you report a complaint, you will get a reference number. You can call up on the helpline or website and check the status of your complaint, by using the reference number provided to you
How will my confidentiality be protected?	<ul style="list-style-type: none"> • The information shared by whistle-blower will be available only to the concerned members of the investigation team and Ethics Committee • Whistle-blower's identity will be disclosed only in following circumstances: <ul style="list-style-type: none"> ○ The whistle-blower agrees to be identified ○ Identification is necessary to allow Triguna or law enforcement officials to investigate or respond effectively ○ Identification is required by law
Is there any time limit for resolving the case?	<ul style="list-style-type: none"> • In all probability attempt will be made to complete preliminary evaluation within 48 hours from receipt of complaint by the Preliminary Evaluation Team (as mentioned in the policy) • Based on result of preliminary evaluation, further course of action

will be decided by the PET

What should I do
if someone
reports a
complaint to me?

- Resolution of a case would depend on several factors like its nature, availability of information, among other things. Thus the time for resolution will vary from case to case
- If the complaint is anonymous, please report it on the whistle-blowing website
- If the complainant is known and it cannot be resolved by you, please encourage the complainant to report through the whistle-blowing channels