

 M O N D O L I N T I M A T E S L I M I T E D	কর্তৃবিবরণ	আফহম মাদুকজ বখি	
	স্বত্বাধিকার	১০ অক্টোবর, ২০১৩	
	স্বত্বাধিকারের তারিখ	২৮-০৯-২০১৭	
	স্বত্বাধিকার, স্বত্বাধিকার	MI/Policy	

আফহম মাদুকজ বখি Grievance Policy

১। বখি /Policy:

গুণ **উপস্থাপনা** **জ:** কলক/কগ⁺ i th তব ai⁺Yi আফহম , i⁺Z mnKv⁺i we⁺tePbv K⁺i Ges tm⁺,⁺ji h⁺vh⁺
 gg⁺vsmv Ges mgvav⁺bi gva⁺tg KviLv⁺bvq k⁺gK-g⁺v⁺jk mK⁺ji g⁺a⁺ m⁺g⁺úK ^Z⁺i mn m⁺y⁺-m⁺y⁺i Kgc⁺i⁺tek
 eRvq ivL⁺z ex c⁺wiKi | G⁺t⁺q⁺i⁺ tKv⁺úbv ivóq AvBb I w⁺bR⁺ w⁺bqg-b⁺x⁺iZ tg⁺b P⁺j |

২। e⁺v⁺q⁺bi c⁺x⁺iZ I c⁺q⁺/Practices:

২.১। KviLv⁺bvq KgiZ k⁺gK/KgP⁺ix⁺ i Rb⁺ আফহম c⁺x⁺iZ:

K) tg⁺SLKfv⁺te আফহম Kiv n⁺j tg⁺SLKfv⁺te mgvav⁺ Kiv nq |

L) w⁺jlZfv⁺te আফহম Kiv n⁺j w⁺jlZ fv⁺te w⁺m⁺x⁺v⁺s Rvb⁺v⁺ nq |

M) k⁺gK⁺ i tKv⁺ আফহম v⁺K⁺j w⁺bg⁺j⁺lZ Dcv⁺q Rvb⁺et

- mg⁺vi fvBR⁺vi/BbP⁺R⁺K Rvb⁺te |
- I⁺qj⁺tdq⁺i A⁺dm⁺vi⁺K Rvb⁺te |
- আফহম ev c⁺ivgk ev⁺ i gva⁺tg Rvb⁺te |
- h⁺ GK k⁺gK Ab⁺ k⁺g⁺Ki we⁺i⁺z⁺ q⁺vu-LvU tg⁺SLK tKv⁺ আফহম v⁺K⁺ Zvn⁺j Zv⁺ i m⁺s⁺kó
 jvBbP⁺d/BbP⁺R⁺K Rvb⁺te | jvBbP⁺d I BbP⁺R⁺ mg⁺s⁺q 3 w⁺ i⁺bi g⁺a⁺ Zv mgvav⁺ Ki⁺teb | G mKj
 Ab⁺h⁺m mgvav⁺bi Rb⁺ h⁺ I⁺qj⁺tdq⁺i A⁺dm⁺vi/ ck⁺vmb/GBP Avi we⁺fv⁺m⁺K Ave⁺vb Kiv nq Zvn⁺j
 Zvn⁺iv AskMnY Ki⁺zZ cv⁺teb |
- h⁺ k⁺gK KZK.jvBbP⁺d Gi we⁺i⁺z⁺ Ab⁺h⁺m m⁺g⁺ nq, Zvn⁺j BbP⁺R⁺K Rvb⁺te | I⁺qj⁺tdq⁺i A⁺dm⁺vi
 I GBP Avi g⁺vbR⁺vi 3 w⁺ i⁺bi g⁺a⁺ Zv mgvav⁺ Ki⁺teb |
- BbP⁺R/ve⁺fv⁺m⁺x⁺q ca⁺vb ev tKv⁺ w⁺m⁺bq⁺i KgKZ⁺vi we⁺i⁺z⁺ Kv⁺iv tKv⁺ আফহম v⁺K⁺j Ges Zv h⁺
 w⁺jlZfv⁺te (HRD/ADMIN) tK Rvb⁺v⁺ nq Zvn⁺j w⁺z⁺bmB we⁺lq⁺U 7 w⁺ i⁺bi g⁺a⁺ GW⁺igb ca⁺vb Ges
 g⁺v⁺z⁺R⁺vi w⁺bav⁺iZ c⁺x⁺iZ⁺ mgvav⁺ Ki⁺teb | GmKj আফহম⁺i t⁺iKW m⁺si⁺Y Kiv n⁺te |
- GQ⁺ov k⁺gK⁺ i th tKv⁺ cK⁺vi আফহম th tKv⁺ mgq I⁺qj⁺tdq⁺i A⁺dm⁺vi⁺K Rvb⁺zZ cv⁺te |
 I⁺qj⁺tdq⁺i A⁺dm⁺vi w⁺b⁺R/ca⁺vb ck⁺vmK I GBP Avi g⁺vbR⁺vi⁺i mn⁺th⁺vmZvq 7 w⁺ i⁺bi g⁺a⁺ Zv mgvav⁺
 Ki⁺teb |
- GQ⁺ov k⁺gK⁺ i th tKv⁺ cK⁺vi আফহম / c⁺ivgk t⁺Mc⁺b I w⁺bf⁺q m⁺iv⁺mi tKv⁺úbv⁺i GBP Avi
 g⁺v⁺z⁺R⁺vi I d⁺v⁺ix g⁺v⁺z⁺R⁺vi⁺i w⁺bKU Rvb⁺zZ cv⁺ib |

c ⁺ ZK ⁺ ix	GBP Avi GÜ Kgc ⁺ v ⁺ qY we ⁺ fv ⁺ m	
Ab ⁺ g ⁺ v ⁺ bK ⁺ ix	t ⁺ Wcy ⁺ tRb ⁺ vi ⁺ j g ⁺ v ⁺ z ⁺ R ⁺ vi	



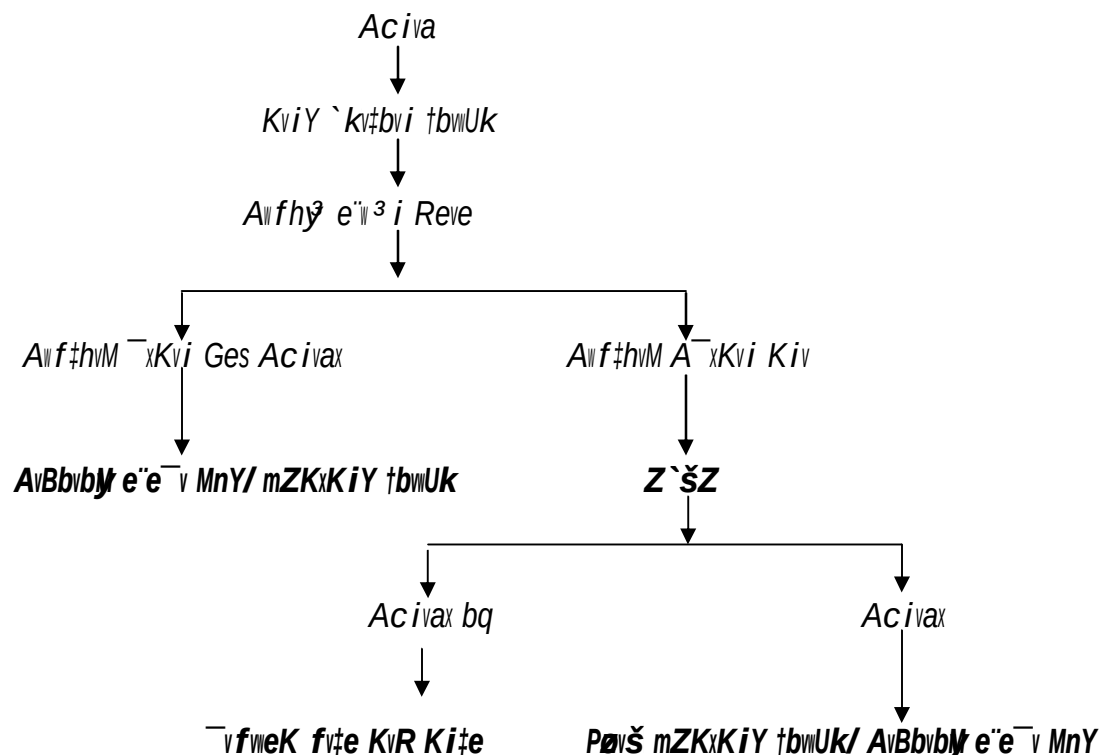
Corporate Office : Siaam Tower (L-10), Plot # 15, Sector # 03, Uttara, Dhaka, Bangladesh
 Factory : Shirir chala, Bager Bazar, Gazipur, Bangladesh

 M O N D O L I N T I M A T E S L I M I T E D	ৱক্টিভগ	AffhM মাউকZ bXZ	
	BmYZwiL	†deqviX 10, 2013	
	iiƒkb ZwiL l bāi	28-09-2017	
	†iKW bāi, WKzgU	MI/Policy	

2.2 ৱjLZ fV†e AffhM Kiv n†j ৱbqgZwiŠK eēv MnY bXZ (Handling Procedure of written Complain)

gŪj BŪUgUm ৱj: cŪZŌv†bi ৱbqg k;Ljv Ges Kg††††† Am`PibKviX e`³i ৱei†× KZc† ৱbqgZwiŠK Abymib ceK eēv MnY K†i _v†K| cŪ_ugK chvq Aciva Kivi Rb` ৱjLZ fV†e KviY `kv†bvi †bwiUk c`vb Kiv nq Ges Affhy e`³i ৱjLZ Reve MnY Kiv nq Ges Affhv†Mi mZ`Zv h†PvB†qi Rb` c†qvRb Abym†i AbymÜvb ৱUg ৱbavib K†i †`qv nq Ges D³ ৱU†gi †ckKZ.ii†c†Ui ৱf†E†Z Affhy†`i ৱei†×Pøš mZKxKiY c†††`qv nq ev Zvi ৱei†× kg AvBb Abym†i eēv MnY Kiv nq|

ৱbqg ZwiŠK eēv Mn†Yi c†μq†



c`ZKviX	GBP Avi GŪ Kgc†qY ৱefVM	
Ab†gv`bKviX	†Wcy††Rb†ij g†v†bRvi	



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 M O N D O L I N T I M A T E S L I M I T E D	ৱক্টিভগ	AffhM মাউকZ bখZ	
	BmZwL	†deqix 10, 2013	
	iwfb ZwiL I bāi	28-09-2017	
	†iKW bāi, WKgU	MI/Policy	

2.3 AffhM Ges cingK ev • (Complain and Suggestion Box)

AffhM Ges cingK ev • †Kvb AffhM Rgv ৱ'j KZc† Dnvi ৱfE†Z I Z'š mvc†† h†_vch† e'e_v MnY K†i _v†Kb|

c†Z'K Uq†j†U AffhM/cingK ev • i†q†Q hv mivmīi cavb cmvmibK KgKZvi I d'vix g'v†bRvi Gi ৱbqšbvaib| I†qj†dqvi Admvi GBP Avi g'v†bRv†ii Dc ৱZ†Z c ৱZ mβv†ni ep_úZevi AffhM ev •

†Lv†jb Ges cvβ AffhM cavb cavb ckvmibK KgKZv†K Rvbvb| cavb cmvmibK KgKZv AffhM†Mi mZ'Zv hvPvB†qi Rb' AbmÜvb ৱUg ৱbavib K†i †'b Ges D³ ৱU†gi †ckKZ. ৱi†cv†Ui ৱfE†Z Affh†i ৱei†x c†qvRbxq e'e_v MnY K†i _v†Kb|

h ৱ AffhM Ges cingK ev • †Kvb cingK ev k ৱK†'i †Kvb Pvn_v _v†K KZc† c†qvRbxqZv hvPvB mvc†† h†_vch† e'e_v MnY K†i _v†Kb| GmaúKZ Z_ msMn I msi††b Kiv n†q _v†K|

3. ৱqZ I KZe'/Responsibilities:

3.1 Admin, HR and Compliance Asstt. Manager k ৱK/Kgx†'i AffhM c ৱZ maú†K c ৱk††b c'vb Ki†eb|

3.2 I†qj†qv†i Admvi GBP Avi g'v†bRv†ii Dc ৱZ†Z c ৱZ mβv†ni ep_úZevi AffhM ev • Ly†eb Ges cvβ AffhM cavb cavb cmvmibK KgKZv†K Rvbv†eb| cavb cmvmibK KgKZv AffhM†Mi mZ'Zv hvPvB†qi Rb' AbmÜvb ৱUg MVb Ki†eb|

3.3 Admin, HR and Compliance Asstt. Manager G maúKZ †iKW ivLv†i Rb' ৱqZcvβ e' ৱ³ |

3.3 The Managing Director ev †Kvauvbi ৱbaviz ৱqZ cvβ e' ৱ³ AffhM maúKZ bখZ †Nv†b Ki†eb|

4. †idv†iY ev m†/ Reference:

- ivoxq AvBb
- †Kvauvbi ৱbR' ৱbqg-bখZ|

c'ZKviX	GBP Avi GÜ Kgc†qY ৱefvM	
Ab†g†bKviX	†Wcy††Rb†ij g'v†bRvi	



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 MONDOL INTIMATES L I M I T E D	ৱক্টিভগ	আফ্‌হাম মার্কেট ব্যাংক	
	BmýZwíL	†de#qviX 10, 2013	
	ৱিফক ZwíL l bái	28-09-2017	
	†iKW bái, WKzgU	MI/Policy	

c ZKviX	GBP Avi GÜ Kgcv#qY we fVM	
Abjg`bKviX	#Wcy†Rbv†ij g`v#bRvi	



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