



KINDUZ

**Policy of Authorization**

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# POLICY OF AUTHORIZATION

## OVERVIEW

This Organisation is a registered legal entity with its own defined management hierarchy and authorised signatories.

Organisation maintains certain policies to guide its associates with respect to standards of conduct and communication when dealing with clients at their premises where improper and hasty activities could damage the organizations reputation and otherwise result in serious adverse consequences including legal to the organization as well as to the associate(s) involved.

Organisation believes in high standard of professionalism and expects its associates to maintain high standard of conduct and communication at all places of work.

## SCOPE

This policy is applicable to all Interns, Employees, Contractors and Sub contractors (here in after referred to as associates) of the Organisation.

## POLICY

1. The purpose of this policy is to affirm, in a comprehensive statement, required standards of conduct and communication practices with respect to certain types of discussions and finalization of documents at client's premises.
2. The associate should bear in mind that he/she is a representative of the Organisation for the particular discussion/project/training at that particular moment in connection with the organizational work and not the final authority to come to conclusion and take the final decision.
3. The associate shall bear in mind clearly that he/she is not the authorised signatory for signing documents/agreements/certificates while dealing with the clients at the end of discussions/projects/training sessions, as only the authorised signatories are accountable and ultimately legally responsible for all such actions and not the associate involved.
4. An associate should clearly understood that all ultimate important decisions in respect of any aspect related to clients are taken only after channelized and reviewed by management at highest level for all kinds of legal/ financial and administrative technicalities.
5. No associate can bypass this process and sign any document, however small it might seem like, voluntarily or under duress in the name of the Organisation, unless otherwise specifically authorised by the competent authority in writing to do so in a specific case.
6. The examples of documents to mention a few include, Minutes of meetings, Purchase orders, Invoices, Employment contracts, appointment/relieving letters, Tenders, Certificates, lease deeds, policies and important circulars. The list is only exhaustive in nature but in conclusive.

7. An associate should bear in mind that it is at Director level management of the Organisation, the financial and technical viability and legal aspects of a document/project are considered and finalised and signed.
8. It is always the associates endeavour to make the client understand that he/she is not the ultimate and authorised authority to take final decision and sign the documents and he/she is only a representative on behalf of the Organisation to make the client aware of the Organisation's technical know-how and capabilities and carry the relevant and assigned work on behalf of the Organisation.
- 9.1 In cases where the associate(s) are put under pressure (rarely happens) by the client side authorities, the associate shall politely decline to sign the document in question by bringing to the notice of client representatives that he/she is only competent representative on behalf of the Organisation to do project work, to convey the Organisation's opinions/technical views and he/she is neither the final authority to take decisions nor the authorised authority to sign on behalf of the organistaion.
- 9.2 While conveying to client, the need for the document's review and sign by the competent authority of the Organisation for its technical/legal validity the associate concerned shall communicate in proper language, clearly to the client.

The appropriate message shall be on following lines:

"While the document in question seems to be in order, I am not empowered to take final decision and I am not the competent authority to sign. This document need to be sent to the director/competent authority of the Organisation for review and signature. With your permission I will refer this to the Organisation's management and get back to you with the signed/ or modified document with suggested alterations by the Organisation in a day or two. So please allow me time to get the document signed by a competent authority and bear with us for the inconvenience. At our end, we will support you in processing such requests and will ensure that critical documents are signed and released within one business day".

- 9.3 The associate representing the Organisation at all times talk clearly and put forward the views and policies of the Organisation without any ambiguity and in case of any doubt shall refer back to the competent authority for clarification.
- 10.1 Exceptions to this policy are when the competent authority of the Organisation is of the opinion that signing of document in question is of urgent nature and delay in signing would cause loss to the Organization in terms of money/fame and the associate at the field is reliable (shall not take undue advantage) and signing by the associate shall not have legal implications bearing on the Organization. In all such cases the competent authority shall issue necessary instructions through mail/phone, compulsorily followed in writing, confirming the order to do so.
- 10.2 In such case the director/the competent signing authority shall bear it in mind that he is permitting the associate to sign on behalf of the Organisation due to utmost urgency of the document and is fully aware of the consequences of the action taken.
11. The associate at client premises is expected behave in a professional way and shall not refuse to sign in simple cases like acknowledging the documents/letters received or any self-declaration forms and shall judiciously act without unnecessarily referring the matter to the Organisation management.
12. Every associate of the Organisation shall bear it in mind that the above guidelines are equally applicable while dealing with clients at office premises or at local station and all important documents shall be signed only by the competent authority/Director of the Organisation.

## VIOLATION REDRESSAL MECHANISM

1. Questions regarding the compliance to the stated policy should be directed to the Secretary.
2. Associates are encouraged to report violation or any issues that are related to the policy with the respective manager or with the Secretary.
3. There would be a disciplinary process for any associate/ associates who violate this LASSIB policy and procedures. Action taken would include, but not limited to:
  - Verbal or written reprimand
  - Referral to appropriate counselling
  - Withholding of a promotion based on behavioural issues
  - Termination of employment.

## EFFECTIVE DATE

This policy is effective from 18th November 2014