

## **Policy: Lead Time for Any Communication Received** (Also refer to Policy No. 26 – Communication)

**PL No. – 81**

**Issued On – 28/04/2023**

**Applicability – All Employees**

**Total Number of Pages – 1**

All employees are supposed to check their emails and WhatsApp communications related to their job on a regular basis. All communications must be answered within one working day.

Those communications that are labeled as “Urgent” should be answered within 3 Hours. For Urgent communications, the sender should call the receiver so that he/she knows that reply needs to be given within 3 hours from the time of sending the mail. So for “Urgent” communication the responsibility lies on both sender and receiver.

*Ok. Approved.*

**Written by  
Management**



*Ok Approved.*

**Approved by  
Management**