



KESORAM INDUSTRIES LIMITED
GRIEVANCE REDRESSAL MECHANISM POLICY

Purpose:

This policy is established to provide a fair and transparent mechanism for all stakeholders, including customers, employees, suppliers, and local communities, to raise grievances or complaints related to the operations of the Kesoram Industries Limited (“the company”). The policy aims to resolve issues promptly, effectively, and in a transparent manner to maintain the trust and confidence of all stakeholders.

Communication Channels:

Stakeholders can raise their grievances or complaints by emailing to the mail ID: corporate@kesoram.com or submitting a written complaint to the nearest office of the company.

Acknowledgment of Grievances:

Upon receipt of a grievance or complaint, the relevant department shall acknowledge the complaint and provide a unique reference number to the stakeholder.

Timely Response:

The company shall investigate and respond to the complaint within reasonable time from the date of receiving the complaint. In case of any delay, the concerned department shall inform the stakeholder of the reasons for the delay.

Escalation Mechanism:

If the stakeholder is not satisfied with the response provided, they may escalate the matter to a higher authority. The details of the escalation process shall be provided to the stakeholder along with the initial response.

Fair and Transparent Investigation:

The grievance redressal mechanism shall ensure that the investigation is conducted in a fair and transparent manner. All parties shall be given an opportunity to present their case and provide relevant evidence.



Follow-up and Feedback:

The company shall follow up with the stakeholder to ensure that the issue has been resolved satisfactorily. Feedback shall also be collected from the stakeholder to assess the effectiveness of the grievance redressal mechanism.

Continuous Improvement:

The grievance redressal mechanism policy shall be regularly reviewed and updated to ensure that it remains effective and relevant. The policy is hosted in the company's website to ensure that they are aware of the process and can raise their grievances or complaints with confidence.