



GODAWARI POWER & ISPAT

GODAWARI POWER AND ISPAT LIMITED

CIN: L27106CT1999PLC013756

25th June 2024

GRIEVANCE REDRESSAL MECHANISM

For timely and proper redressal of complaints of various stakeholders, Godawari Power & Ispat Limited (GPIL) has the following Grievance Redressal Mechanism:

PURPOSE

GPIL strongly believes in a sincere and transparent approach towards all stakeholders. Our endeavor is to minimize grievances through regular review of the instances and proactive and expeditious redressal of the same.

This procedure aims to regulate the handling of grievances that come either from the internal or from the external stakeholders of the company in order to achieve proper and fast problem solving in an effort to achieve continuous corrective action as well as effective and efficient problem prevention.

SCOPE

This procedure shall be applied in handling and resolving grievances reported either by the company's internal stakeholders or by the company's external stakeholders starting from its submission to its redressal including identification of background of the grievance, verification of the facts, considering the solution approach, implementing solutions and ensuring non-recurrence of the same.

DEFINITION

Grievances: is a statement or expression of dissatisfaction that is conveyed in writing from an external or internal party of the company.

Complainants: are company stakeholders' viz., company's employees, vendors, suppliers, customers, lenders, communities, and government agencies.

Management Representative (MR): is a person assigned on behalf of the company to communicate for the redressal of grievances.





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PROCEDURE

The complainants may submit grievances in writing to the Management representative (MR). The contact details of the Management representative are as under:

Mr. Y C Rao
Company Secretary & Compliance Officer,
Godawari Power & Ispat Limited
Corporate Office: First Floor, Hira Arcade,
Pandri, Raipur, Chhattisgarh 492001.
Tel: 0771 4082735,

After receiving grievance, the following steps are taken:

- a) The MR shall maintain or cause to maintain a Grievance Register in which details of every written grievance received shall be entered.
- b) The full details of the written grievance received would be passed on to the concerned departmental head of the Company for providing details and facts relating to the said grievance. However, depending upon the nature of grievance, if required, MR can form a committee in consultation with Executive Director (ED) to resolve the specific grievance. The formation of committee under this mechanism shall be only for specific grievance and its resolution purpose.
- c) The MR shall acknowledge or cause to acknowledge the receipt of the grievance and the Acknowledgment shall be sent to the complainant.
- d) If the grievances reported are valid, the MR shall conduct or cause to conduct necessary investigation and shall take settlement action, if necessary, and resolve the grievance.
- e) The endeavor of the MR shall be to resolve the grievance within 30 days of the receipt of the same, except when the nature of the Grievance requires more time.
- f) All grievances should be resolved by prioritizing the principle of deliberation to reach a consensus (acceptable solution), wherever possible.
- g) If the settlement of grievances needs to be carried out through legal course of action, it must be coordinated through legal department.
- h) The entire grievances resolution processes must be properly documented and maintained or caused to be maintained by the MR.
- i) The MR shall report on the grievances to the Stakeholders' Relationship Committee of the Board with the current status on resolution of the same. If any grievance remains unresolved for a period of more than 30 days from the date of its receipt, the MR shall provide reasons for such delay to the aforesaid Committee of the Board.

