

STAKEHOLDERS GRIEVANCE REDRESSAL POLICY

PREAMBLE

I G Petrochemicals Limited (“IGPL”), as a responsible chemical manufacturing company, recognizes the importance of addressing grievances effectively and promptly. This Grievance Redressal Policy is established to provide a transparent mechanism for all stakeholders to raise and resolve grievances in a fair and equitable manner. This Policy works as a guideline for handling and redressing the complaints/grievances if any raised by our stakeholders in a time-bound manner in compliance with the Directions issued by our Regulator.

OBJECTIVES

This policy aims to ensure that all grievances are addressed promptly, impartially, and with confidentiality, thereby maintaining a conducive work environment and fostering trust among stakeholders. This document formalizes an effective and appropriate mechanism for receiving and addressing complaints from stakeholders, with a particular emphasis on resolving such complaints fairly and expeditiously, regardless of their source. The goal of this policy is to ensure that all issues raised by stakeholders are handled with courtesy and resolved in a timely manner. The company will treat all complaints efficiently and fairly without bias at all times.

SCOPE

This policy applies to all employees, investors, contractors, suppliers, customers, and any other stakeholders associated with IGPL.

DEFINITIONS

Grievance: A formal or informal complaint or concern raised by any stakeholder related to any aspect of the company’s operations or interactions.

Grievant: Any individual or entity that submits a grievance under this policy.

Redressal: The process of addressing and resolving grievances in accordance with this policy.

STAKEHOLDERS

The Company has identified various stakeholders such as:

- Customers
- Regulatory Agencies/ Corporate Laws/ Income Tax Act etc.
- Vendors
- Shareholders/ Board Members
- Employees and Contract Workers
- Community and CSR
- Supply chain logistics
- Bankers and Investors (other than shareholders)

GRIEVANCE REPORTING

Grievances can be communicated verbally or in writing. The complaints may be submitted anonymously or on behalf of another individual. Stakeholders can send their concerns or grievances via any of the below channels:

- An email to “igpl@igpetro.com”
- Call at “022 40586100”
- Report issues in writing to the respective facility/department incharge/Grievance Redressal Officer (GRO)

ACKNOWLEDGMENT

An acknowledgment shall be sent to the complainant within “30 days” working days of the receipt of the grievance. Acknowledgment shall contain the Date of receipt of complaint/grievance, Unique Grievance Number, Expected date for resolution of grievance, Name, Designation and Contact details of the Officer, Grievance escalation matrix with contact details and address and manner and mode of tracking resolution of grievance/complaint with the Unique Grievance Number.

PROCESSING OF GRIEVANCES

Initial Review:

- The incharge/GRO will conduct an initial review of the grievance to determine its validity and the appropriate course of action.
- The grievant will be informed if the grievance is deemed invalid with reasons for the decision.

Investigation:

- A thorough and impartial investigation will be conducted by the GRO, ensuring all parties involved are heard.
- The investigation process may include interviews, review of documents, and consultation with relevant departments.
- The investigation will be completed within a reasonable timeframe, considering the complexity and nature of the grievance.

Resolution of Grievances:

- After investigation, the incharge/GRO will propose appropriate actions to resolve the grievance.
- The proposed resolution will be communicated to the grievant in writing, along with reasons for the decision, within [specify timeframe] days of completing the investigation.
- If the grievant is satisfied with the resolution, the case will be considered closed.

ESCALATION APPEAL

Any grievant whose grievance has not been resolved within “30 days” days from the date of receipt of the grievance by the intermediary, or who is not satisfied with the resolution provided can escalate the grievance to the higher authority “Company Secretary” at “ssingh@igpetero.com or and 022 40586100”. The officer will review the grievance and determine whether further action is required.

PERIODIC REVIEW

The Head of Department & the Legal Department are held responsible for periodic review of the Policy. The review would be held on a quarterly basis or as when found crucial for the benefit of the Company.

AMENDMENTS

The Board of Directors can amend this Policy, as and when deemed fit. In case of any amendment(s), clarification(s), circular(s) etc. issued by the relevant authorities, not being consistent with the provisions laid down under this Policy, then such amendment(s), clarification(s), circular(s) etc. shall prevail upon the provisions hereunder and this Policy shall stand amended accordingly from the effective date as laid down under such amendment(s), clarification(s), circular(s) etc.

STAKEHOLDERS GRIEVANCE FORM

Name: _____

Email: _____

Telephone: _____ Mobile: _____

Unique Customer ID: _____

Address: _____

City: _____

State: _____

PIN: _____

Country: _____

State your Grievance (1000 words): _____

Remedies Sought:
