

VALUE CHAIN PARTNERS & COMMUNITIES GRIEVANCE REDRESSAL MECHANISM

1. OBJECTIVE

1.1 This grievance redressal mechanism provides a structured and transparent mechanism for stakeholders including Value Chain Partners and Communities to express their concerns, complaints, or grievances and seek resolution.

2. APPLICABILITY & SCOPE:

2.1 This Value Chain Partners & Communities Grievance Redressal Mechanism is applicable for all Value Chain Partners & Communities linked to KKCL's Plants and Offices.

3. RESPONSIBILITY

3.1 Designated Authority: The Plant Head & HR Manager at the plant are the nominated officers to handle all value chain partner & community related grievances.

3.2 DUTIES OF DESIGNATED OFFICERS:

3.2.1 Within one week of receiving a grievance from a value chain partner or community member, the designated officer/s will acknowledge its receipt.

3.2.2 The reported grievance will be reviewed, and the nature and severity of the issue will be assessed.

3.2.3 Qualified individuals will be assigned by the designated officer/s to conduct the investigation. These investigators must possess the necessary expertise and maintain an unbiased approach throughout the process.

3.2.4 The investigator appointed by the designated officer/s will conduct a prompt and equitable investigation of the grievance.

3.2.5 The investigation of the complaint should be completed within four weeks from the date the grievance was filed.

3.2.6 The investigation will be conducted impartially, ensuring fairness and confidentiality are maintained throughout the process.

3.2.7 The resolution of the reported grievance will be provided within two weeks from the date of completing the investigation.

4. DOCUMENTATION AND RECORDS:

4.1 All grievances, along with their investigations and resolutions, shall be documented by the Designated Officer/s.

4.2 The Designated Officer/s will keep an annual summary of grievances to monitor trends, identify any systemic problems, and ensure adherence to relevant laws and regulations.

5. CONFIDENTIALITY AND NON-RETALIATION:

5.1 To safeguard the privacy of the complainant, confidentiality will be upheld during the complaint redressal process.

5.2 KKCL will take necessary measures to prevent any form of retaliation against a complainant who files a complaint in good faith.

6. AVAILABILITY OF THE POLICY:

6.1 The Designated Officer/s will be responsible for disseminating this policy to the value chain partners and community representatives through multiple communication channels.

7. MODE OF COMMUNICATION:

KKCL had created multiple channels for receiving grievances from value chain partners and community members.

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