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GRIEVANCE REDRESSAL POLICY FOR STAKEHOLDERS

Stakeholders are individuals or groups concerned or interested in or impacted by the activities of the enterprises, both present and future, including its investors, shareholders, employees, and workers (and their families), other business partners, regulators, civil society players and media. Ceigall India Limited (CIL) recognizes employees, customers, investors, and communities as key stakeholders.

A complaint is an expression of dissatisfaction with a product or service, either orally or in writing, from internal and external stakeholders and is used as a feedback instrument or bringing about improvement in services. The Grievance Redressal Policy broadly strives to ensure that:

- The stakeholders have full right to register his/her complaint in writing or orally - in person, if he/ she is not satisfied with the code of business of the company.
- Stakeholders are thoroughly made aware of how to escalate their grievances within the organization, as well as their rights to alternative remedies, they are dissatisfied with the company's response to their complaints. The Company should treat all complaints efficiently in an unbiased manner as handling them otherwise will damage the company's reputation and business.
- A structure is created to guarantee that the redressal requested is equitable and fair and legal within the framework of laws and regulations provided in order to make the company's redressal system more relevant and effective. The policy document will be made available on the company's website.

Grievances logged under this policy will be addressed in a timely manner and investigation outcomes will be shared with relevant parties transparently.

Objective

The policy on Stakeholder Grievance Redressal aims to reiterate the company's core values viz. Sensitivity, Integrity, Quality, Speed, Passion, Resilience and Digitally enabled, by laying down a structured system which would ensure availability of multiple channels within the company for stakeholder grievance redressal. The policy would also ensure that redressal would be fair, consistent and in accordance with the existing rules and regulations.

Applicability

This policy is applicable to a stakeholder, *i.e.*, employees, customers community, and suppliers, Government authorities and regulatory bodies and investors. Key stakeholders re-identified in consultation with the Company's management.

Stakeholder engagement mechanisms

The Company understands that a broad and inclusive materiality process, including stakeholder engagement with individual or group of individuals or institutions that adds value to the business Chain, is identified as a key stakeholder.



PURSUIT WITH EXCELLENCE
(As ISO : 9001-2008 Certified Company)
CIN-L45201PB2002PLC025257

Stakeholder group	Engagement mechanisms
Customers	Customer Satisfaction Survey Customer feedback Personal Interaction
Community	Surveys Personal Interaction Project based discussions. CSR activities
Employees	Surveys Trainings Personal Interactions Departmental Meetings
Suppliers	Supplier meetings Personal Interactions Project based discussions
Government authorities and regulatory bodies	Scheduled meetings Industry forums
Investors and lenders	Earnings calls Annual Reports Investor Meets

Stakeholders point of contact

Contact Person: CFO or Compliance officer
[Email: secretarial@ceigall.com](mailto:secretarial@ceigall.com)
cfo@ceigall.com

Phone 0161-4623666
0124-4206978

Address: A-898, Tagore Nagar Ludhiana-

141001 Acknowledgement of Grievance

Once received, a grievance will be acknowledged by the grievance owner. Communication must be in writing, over the phone, by email, or verbally.

Resolution of Grievance

1. Stakeholders may file complaints using any of the aforementioned procedures, and they will be sent to the relevant business/control unit for resolution

Point of contact for grievances will make every effort to handle the complaint as quickly as possible. The company has implemented the following complaint redressal method for all channel complaints to provide an effective complaint redressal procedure.

2. Grievances shall be handled by the official appointed in the business/control unit in question. When the specified TAT is exceeded, it can be escalated to the head of business/control unit involved.

3. All complaints resolutions will be closed in the best possible manner and time

Disclosure Norms

The company shall disclose data on grievances in accordance with BRSR principles.

Monitoring

This policy shall be regularly monitored, and activities reported through BRSR

disclosure. **Review of Policy**

This policy will be reviewed at annual intervals. The policy would be available on the company's website and at all branches (on request). All employees of the company will be made aware of this policy