



NOCIL LIMITED

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# Grievance Policy for External Stakeholders

For NOCIL LIMITED

A handwritten signature in blue ink, appearing to read 'S. R. Deo'.

S. R. Deo  
Managing Director

Approved by Core Committee on Sustainability 09.12.2022

Amended by Core Committee on Sustainability 06.03.2023



## GRIEVANCE REDRESSAL MECHANISM & POLICY- FOR THE EXTERNAL STAKE HOLDERS OF NOCIL LTD (NOCIL)

### Introduction

The grievance process, outlined in the document, provides an avenue for the External stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between external stakeholders.

### Scope

The grievance mechanism procedure applies to all external stakeholders of our operations. **This procedure does not cover grievances raised by internal stakeholders, such as Employees/officers/Workmen who are to refer to the Whistle blowing policy and Vigilance mechanism for redressal of their grievances**

Term	Definition
Grievance	<b><i>An issue, concern, problem, or claim</i></b> (perceived or actual) that an individual or community group wants to be addressed by the company in a formal manner.
Grievance Handling Mechanism	<b><i>A methodology</i></b> to accept assesses and resolve community complaints concerning the performance or behaviour of the company, its contractors, or employees.  <b>This includes adverse economic, environmental, and social impacts.</b>
External Stakeholders	<b><i>This includes all entities and Individuals outside the business who are not directly employed by the business but are affected in some way from the decisions of the business, such as customers, suppliers, community, NGOs, Representatives, Advisor, or otherwise on behalf of the Company</i></b>





	<p><i>including without limitation its sales consultants/agents/representatives.</i></p> <p>In effect the following external Stakeholders are covered by the Policy:</p> <ul style="list-style-type: none"> <li>✓ Investors (other than shareholders).</li> <li>✓ Communities.</li> <li>✓ Suppliers of raw materials, goods, and services.</li> <li>✓ Customers.</li> <li>✓ Value chain Partners.</li> </ul> <p>Specifically excluded: - <b>Employees, officers, Directors, Workmen</b></p>
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**Grievance Reporting Channels**

NOCIL will communicate this procedure to its external stakeholders to raise awareness and offer transparency of how stakeholders can voice their grievances. Various channels for external stakeholders to vocalize their grievances formally include:

Stakeholders can connect with **Ms. Kashmeera Satish Prabhu , HR Head, (designated as the Grievance Officer) .**

**Roles and Responsibilities**

<b>Role/ Position Title</b>	<b>Responsibility</b>
<p><b>Grievance Committee</b></p> <p>(Team Comprises of Function/Grp Heads )</p>	<ul style="list-style-type: none"> <li>• Employee investigating the grievance and liaising with the external stakeholder/s.</li> <li>• Developing resolutions and actions to rectify any issues.</li> <li>• Follow up and track progress of grievance.</li> </ul>



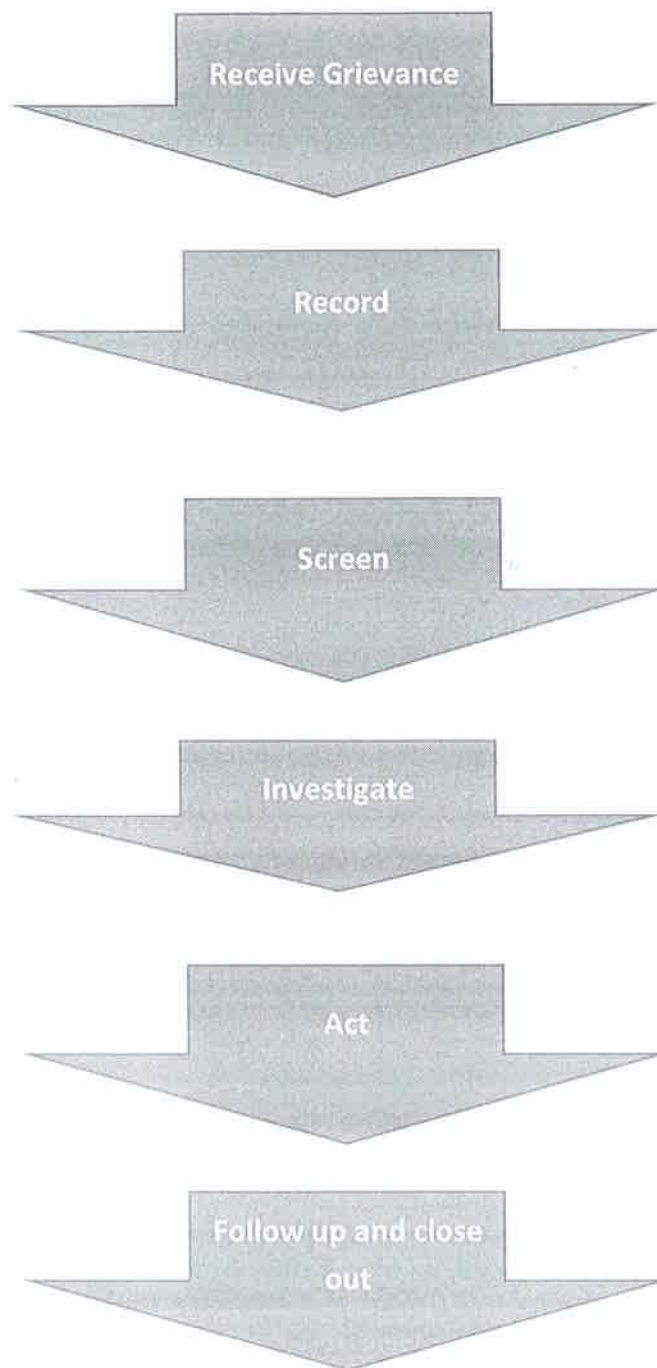


<b>Grievance Officer</b>	<ul style="list-style-type: none"><li>• Receive grievances and forward to Grievance Committee.</li><li>• Makes sure the grievance mechanism procedure is being adhered to and followed correctly.</li><li>• Maintains grievance register and monitor any correspondence.</li><li>• Monitor grievances/trends over time and report findings to the Committee.</li><li>• Document any interactions with external stakeholders.</li></ul>
Employees	<ul style="list-style-type: none"><li>• Receive grievances in person.</li><li>• Report grievance to the Stakeholder Contact Officer by lodging the Grievance Lodgement Form.</li><li>• May provide information and assistance in developing a response and close out of a grievance.</li></ul>

## 6. GRIEVANCE MECHANISM PROCESS

The figure below describes the process that will be used to resolve any grievances:





**Electronic**

The Grievance Officer receives all grievances that come through via email. The said officer will review the grievance form and process the grievance in accordance with this procedure.



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## **Record**

All formal grievances will be logged in the Grievance Register and Grievance Lodgement Forms will be saved in record of correspondence.

## **Acknowledge**

A grievance will be acknowledged, by the grievance owner, within five working days of a grievance being submitted.

## **Investigate**

The **Grievance officer** along with the employees is responsible for investigating the grievance. The investigation may require the team to make site visits, consult employees, contact external stakeholders, and complete other activities. Records of meetings, discussions and activities all need to be recorded during the investigation. Information gathered during the investigation will be analysed and will assist in determining how the grievance is handled and what steps need to be taken to resolve the grievance.

## **Action**

Following the investigation, **the Grievance officer** will use the findings to create an action plan outlining steps to be taken to resolve the grievance. The said officer is responsible for assigning actions, monitoring actions undertaken and making sure deadlines are adhered to. Once all actions have been completed and the team feels the grievance has been resolved, they will then formally advise the external stakeholder via their preferred method of contact.

## **Follow up and close out**

The **Grievance officer** will contact the external stakeholder/s three weeks after the grievance is resolved. When contacting the external stakeholder, the officer will verify that the outcome was satisfied and gather any feedback on the grievance process.

## **Storing of Grievances**

All records, including grievance forms, investigation notes, interviews and minutes of meetings will be securely filed, and confidentiality is maintained for all parties involved.

## **Annexure – A - Grievance Register**





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Stakeholder	Date received	Grievance Officer	Grievance Level (1, 2, 3)	Grievance Description	Cause of the grievance	Outcome	If a resolution was offered, please indicate 'accepted' or 'not accepted'.	Remark

For **NOCIL LIMITED**

**S. R. Deo**  
Managing Director