



GRIEVANCE REDRESSAL POLICY

INTRODUCTION

We at Raghav Productivity Enhancer Limited (RPEL) (called the “Company”) recognize the importance of a robust grievance redressal mechanism to address concerns and issues raised by stakeholders, including employees, customers, suppliers, and investors. This policy aims to ensure transparency, fairness, and accountability in handling grievances, thereby fostering trust and confidence among all stakeholders.

PREAMBLE

This Grievance Redressal Policy aligns with the Environmental, Social, and Governance (ESG) principles, particularly under the Social and Governance pillars. The policy ensures that all grievances are addressed fairly and promptly, in compliance with ethical business practices, regulatory standards, and sustainability objectives. It reflects the company’s commitment to upholding human rights, workplace dignity, and consumer protection.

OBJECTIVE

The primary objectives of this policy are:

- a) To establish a structured framework for addressing grievances in a fair and timely manner.
- b) To ensure accessibility and ease of use for all stakeholders in lodging complaints.
- c) To promote a transparent and unbiased grievance resolution process.
- d) To identify and address systemic issues leading to grievances.
- e) To foster a culture of responsiveness and continuous improvement.

GRIEVANCE REDRESSAL MECHANISM

- a) **Lodging a Complaint:** Stakeholders can raise grievances through multiple channels, including a dedicated email, call, or in writing to the company’s grievance officer. The

clients can directly contact the company at any time between 09:30 AM to 06:30 PM on working days to register their complaint/grievance. Grievance Redressal Officer (GRO) of the organization monitors the entire process of Grievance Redressal Mechanism. Regular reviews of the grievance reports are taken to look at the efficiency and effectiveness of the grievances. Details of which are included in Annexure A.

- b) **Acknowledgment:** All grievances shall be acknowledged within three business days of receipt.
- c) **Investigation & Resolution:** The grievance officer shall assess and investigate the matter within a defined timeframe. If required, an internal committee may be constituted for complex cases.
- d) **Response & Closure:** A formal response shall be provided to the complainant, outlining the resolution or necessary actions taken within 30 days.
- e) **Escalation Mechanism:** If the complainant is not satisfied with the resolution, they may escalate the issue to the Board of Directors or regulatory authorities as applicable.

GRIEVANCE REDRESSAL STAFF DO'S AND DON'TS

S. No.	DO'S	DON'TS
1	Properly attend to all the complaints. Communication should be lucid and soft.	Never be rude/harsh/offensive/reactive during the conversation with complainant.
2	Understand the concern of customer then evaluate resolution as per the customer's requirement.	Never keep the complaint pending.
3	Escalate the complaint as per guidelines.	Timely shift/transfer the calls to another cells/department accordingly.
4	Demonstrate a spirit of ownership and assist customer in right spirit.	Never keep the complainant's call unattended/responded.
5	Treat complainant fairly and honestly.	Never annoy or disrespect the customers.
6	Be updated with the latest product details.	Never delay the follow up of the pending complaints.

CONSUMER PROTECTION



The company is committed to safeguarding consumer rights through this grievance redressal framework. We ensure that:

- a) Consumer complaints related to product quality, safety, misleading information, and service deficiencies are addressed effectively.
- b) A transparent and accessible communication channel is provided for consumers to raise concerns.
- c) Data privacy and security are maintained in accordance with legal requirements.
- d) Continuous improvements are made based on consumer feedback and grievance trends.

MONITORING AND REVIEW

Through this policy, the company reaffirms its commitment to ethical business practices, transparency, and accountability. A well-defined grievance redressal mechanism not only strengthens stakeholder trust but also enhances corporate governance and social responsibility.

The effectiveness of this policy shall be reviewed periodically by the Board. Amendments will be made as necessary to align with evolving regulatory and operational requirements.

Annexure A

Grievance Redressal Officer (GRO)	E-mail	Contact	Area of operation
Neha Rathi	cs@rammingmass.com	0141-2235760	Legal & Secretarial

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