



Bharat RASAYAN LIMITED

UNIT-I

UNIT-II

Regd. Off. : 1501, Vikram Tower, Rajendra Place, New Delhi - 110008
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E-mail : info@bharatgroup.co.in • Website : www.bharatgroup.co.in
CIN : L24119DL1989PLC036264

GRIEVANCE REDRESSAL POLICY FOR SUPPLIERS/VALUE CHAIN PARTNERS

1. Policy Statement

The company recognizes the importance of maintaining positive and mutually beneficial relationships with its suppliers and value chain partners. This Grievance Redressal Policy aims to provide a fair, transparent, and efficient mechanism for addressing any grievances or concerns raised by suppliers or value chain partners. The company is committed to resolving grievances in a timely manner, fostering trust, and promoting a collaborative and sustainable supply chain.

2. Definition of Grievance

A supplier/value chain partner grievance refers to any dissatisfaction, complaint, or concern expressed by a supplier or value chain partner regarding the company's procurement practices, contractual obligations, communication, payment terms, or any other aspect of the business relationship.

3. Grievance Redressal Process

a) Lodging a Grievance

- i) Suppliers/value chain partners are encouraged to submit their grievances in writing through designated channels, such as a dedicated email address or an online portal.
- ii) The grievance submission should include clear and specific details of the issue, supporting documents, and any relevant information that can aid in the investigation and resolution process.

b) Acknowledgment of Grievance

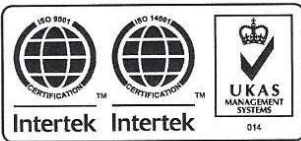
- i) The company shall promptly acknowledge the receipt of each grievance, confirming that it has been received and is being reviewed.
- ii) The acknowledgment will include an assigned reference number or tracking code, which the supplier or value chain partner can use for future reference.

c) Investigation and Resolution

- i) The company shall initiate a fair and impartial investigation into the grievance, assigning it to a designated person or team responsible for grievance redressal.
- ii) The investigation shall involve gathering all necessary information, reviewing relevant records, and obtaining inputs from concerned departments or personnel.
- iii) The company shall strive to resolve the grievance within a defined timeframe, taking into account the complexity and nature of the issue. However, in cases that require more time for investigation, the supplier or value chain partner shall be informed about the anticipated resolution timeline.



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d) Communication and Feedback

- i) The company shall maintain regular communication with the supplier or value chain partner during the grievance redressal process, providing updates on the investigation and resolution progress. ii) Once the investigation is complete and a resolution is reached, the company shall communicate the outcome to the supplier or value chain partner in a clear and understandable manner.
- ii) The supplier or value chain partner shall have the opportunity to provide feedback on the resolution process and its effectiveness. Feedback received will be considered for process improvement and strengthening the supplier or value chain partner relationship.

e) Escalation Process

- i) If a supplier or value chain partner is dissatisfied with the initial resolution provided, they shall have the option to escalate the grievance to a higher level of management or a designated escalation point.
- ii) The escalation process shall be clearly communicated to the supplier or value chain partner, outlining the steps and contact information for escalation.
- iii) The company shall ensure that escalated grievances are promptly reviewed and addressed by appropriate management or personnel, providing a fair and unbiased resolution.

4. Confidentiality and Non-Retaliation

- a) The company shall treat all grievances and related information with confidentiality and respect the privacy of the supplier or value chain partner.
- b) Non-retaliation measures shall be in place to protect suppliers or value chain partners from any adverse actions as a result of lodging a grievance in good faith.

5. Record-Keeping

The company shall maintain accurate and confidential records of all supplier or value chain partner grievances, including the details of the grievance, investigation findings, actions taken, and the final resolution. These records shall be securely stored for a specified duration as per organizational policy and legal requirements.

6. Continuous Improvement

The company is committed to continuously improving its supplier and value chain partner relationships based on the feedback received through the grievance redressal process. The analysis of grievances and their patterns shall be used to identify root causes, implement corrective actions, and enhance collaboration and trust within the supply chain.



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7. Training and Awareness

The company shall provide training to employees involved in the grievance redressal process, ensuring they understand the policy, procedures, and their roles in addressing supplier or value chain partner grievances effectively. Regular awareness programs shall be conducted to promote a culture of openness, fairness, and constructive problem-solving.

8. Publicizing the Policy

The company shall make this Grievance Redressal Policy readily accessible to suppliers and value chain partners through various channels, such as the company's website, supplier portals, or through direct communication. The policy will be communicated clearly, ensuring suppliers and value chain partners are aware of their rights and the process to address their grievances.

9. Review and Update

The company shall periodically review and update this policy to ensure its effectiveness, alignment with changing industry practices, and compliance with regulatory requirements. Any updates to the policy shall be communicated to suppliers, value chain partners, and concerned stakeholders.

This Grievance Redressal Policy demonstrates the company's commitment to addressing and resolving supplier and value chain partner grievances in a fair and timely manner. It aims to strengthen relationships, promote transparency, and foster collaboration within the supply chain.