



GRAPHITE INDIA LIMITED

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Grievance Redressal Mechanism for Customers

Objectives :

1. Any grievance of any Customer relating to supply of products by Graphite India Limited (GIL or Company) must be articulated for resolution
2. The customer in question shall have ready and easy access to Grievance Redressal body
3. The grievance shall be evaluated fairly and with justifiable reasons for resolution.
4. The resolution of such grievance must be done expeditiously
5. To learn and rectify the flaws in the system leading to non recurrence of such grievances from the Customers.

The complaints could be any of any of the following types which is only an indicative list :

- Failing to supply of products in accordance with the contract: It could be quality/quantity issue.
- Interrupted supply of products for a period exceeding commitment of GIL in resolving any delivery problem
- Billing issues
- Receipt of payment issue

Architecture :

1. The Grievance Redressal Board (GRB) shall consist of the Manager, the appropriate next level of Marketing hierarchy / any KMP barring the ED.
2. The access to the GRB shall be through written complaint addressed to the Manager by way of paper note/email/WhatsApp. In exceptional circumstances, complaints by physical appearance may be allowed.
3. The initial screening of the grievance shall be carried out by the Manager in charge, to evaluate its seriousness and possible impact. It is this resource who would solve majority of the grievances.
4. In the event the grievance cannot be resolved, the said resource shall recommend its placing to the GRB. In the process of the screening of the grievance, evidently frivolous and unworthy ones shall be set aside.
5. The GRB shall meet within 5 days of the complaint and request that the complainant (either physically or digitally)to appear with all evidences to support the case.
6. GRB should conduct the hearing in a manner to make it transparent and inclusive
7. The GRB shall evaluate the issue judiciously, without bias and will conclude as expeditiously as possible.
8. GRB will archive all the relevant papers to create an appropriate audit trail.

DATE: 24.10.2024

A. DIXIT

EXECUTIVE DIRECTOR