



GRAPHITE INDIA LIMITED

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Grievance Redressal Mechanism for Suppliers

Purpose:

The purpose of this policy is to outline the processes Graphite India Limited (Company/GIL) uses to manage and respond to Supplier grievances. Further, the purpose of this Supplier Grievance Redressal Policy is to provide a mechanism by which

- a) Approved vendors/Suppliers can appeal on contracts awarded if they believe the contracting process was not conducted in a fair, open, and competitive manner in accordance with Company policies and
- b) Appeal on issues in the regular course of business.

Scope:

This applies to all who are associated with the Company.

Background:

The Company believes in being fair and unbiased to any supplier/prospective suppliers dealing with it. The Company's aim is to ensure that Suppliers/prospective Suppliers associated with it have the right to respectful and responsive services and in case there happens to be any incident by which the Supplier/Prospective supplier is aggrieved then in such a case the same needs to be addressed in a fair manner and corrective steps taken when necessitated. It is in this connection that GIL intends laying down a redressal mechanism and in providing a clear process to bring the grievances forward and have the same resolved in a timely manner.

Responsibility:

Purchase Head, Finance Head, Plant Head & Corporate Purchase Head.

Guidelines:

1. This policy is applicable to the following suppliers: –
 - those who are currently dealing with the Company
 - new approved suppliers
 - those who have been dealing with the Company up to 6 months before the effective date and are not currently dealing with the Company.
2. This policy covers instances where the supplier has been informed before awarding the contract that they will not be awarded the contract for whatsoever reason and the supplier feels aggrieved about the same.
3. This policy covers instances where the supplier has been informed simultaneously or after awarding the Contract to another supplier and that they will not be awarded the Contract for whatsoever reason and the supplier feels aggrieved about the same.



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4. This policy covers all other grievances outside the regular contracting process/cycle however will not include instances where the supplier has failed to meet minimum verification requirements or has not furnished the documents necessary for being considered in the evaluation process.
5. In case an aggrieved party contacts an employee in respect of any grievance, the employee shall consult his/her supervisor and/or a member of the Grievance Redressal Committee for further instructions.
6. The indicative list of other grievances which may be considered are :
 - a) Grievance related to adverse quality comment of GIL on supplies
 - b) Grievance related to adverse quantity comment of GIL on supplies
 - c) Deemed inappropriate delay in payment by GIL
 - d) Deemed inappropriate deductions made to the dues of suppliers
 - e) Deemed unfair behaviour/unethical approach of the commercial team and
 - f) Deemed unfair / biased treatment on any other matter
7. Pursuant to receiving the written complaint via dedicated email id, Whatsapp, letter etc the Purchase officer shall forward it to the Grievance Redressal Committee which shall be led by the Operations Head and will be assisted by the Finance Head and the Purchase officer and other individuals deemed necessary or appropriate. The Operations Head shall be the "Team Leader" of the Company's Grievance Redressal Committee for suppliers and shall be responsible for managing the process related to the grievance investigation.
8. The Team Leader will contact the aggrieved party in writing (including via e-mail) within seven business days after receipt of the grievance with the following:
 - a. an overview of the grievance process
 - b. a request for additional information (if applicable)
 - c. an initial timeline for review and resolution of the grievance
9. The Company's Grievance Redressal Committee will be responsible for reviewing all appropriate records related to the grievance.. In addition to reviewing data, the Company's Grievance Redressal Committee will be responsible for interviewing internal personnel as considered appropriate and essential.
10. Notwithstanding anything contained in the above, the following will not be a valid grievance:
 - a. In case the aggrieved party fails to submit the grievance by the deadline specified in the policy and/or other minimum requirements generally accepted and essential to investigate a grievance – such cases shall be ignored and shall not be subject to review.
 - b. As a policy the Team Leader shall send 3 written reminders to the aggrieved party for submission of data/information essential for conducting the said investigation and if in spite of the above the aggrieved party does not cooperate and the said relevant data/information has not been received within 10 days from the last written reminder sent to them.
 - c. Any other matter which in the decision of the Team Leader does not qualify the grievance to be admitted.



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11. The Company shall provide a written response to the aggrieved party within 90 days of receipt of the original grievance indicating disposition of the matter, unless such time has been extended to obtain feedback not readily available. However, in any case the Company shall dispose of the matter within 100 days of the receipt of the original grievance.
12. In case the aggrieved party is not satisfied with the decision of the Company's Grievance Redressal Committee, the party can escalate the matter to the Purchase Head of the Company.
13. In case the matter is escalated to the Purchase Head, the Purchase Head shall call for all papers/documents based on which the Grievance Redressal Committee had arrived at its decision. The Purchase Head shall review the entire process along with the said documents and arrive at his decision. In case the Purchase Head differs from the decision taken by the Grievance Redressal Committee the Purchase Head shall furnish his/her decision to the Grievance Redressal Committee and the same shall be communicated by the Team Leader to the aggrieved party. The decision taken by the Purchase Head shall be final and there shall not be any further reviews within the Company.
14. If the grievance articulated is blatantly false and is deemed to malign any employee of the Company, the Company management may delist the supplier or take such steps as it may deem fit.

DATE: 24.10.2024

A. DIXIT

EXECUTIVE DIRECTOR