

Grievance Redressal Policy

This policy lays down the guidelines for addressing the complaints/grievances raised by the stakeholders (external and internal) such as investors, lenders, vendors/suppliers, employees, workers, users/commuters, community/general public etc., in a time bound manner in compliance with the applicable regulations issued by the regulators from time to time.

Objective:

This policy is laid down with an objective to provide a favourable environment at the workplace where the grievances are dealt in an impartial manner so that the stakeholders can continue to be reliable on the Company.

Applicability:

This policy is applicable to all the stakeholders of the Company.

Procedure to raise concerns/grievances:

- a) Stakeholders can raise concerns/ lodge grievances, if any, to the respective project managers of the respective sites.
- b) Project managers shall take up the concerns/grievances to the Project- Director and the same shall be addressed within 30 days after thorough investigation/enquiry about the concern/grievance.
- c) All such grievances received and their status shall be reported to the Managing Director/Executive Director in timely manner.

Maintenance of records:

All records of grievances, investigation/enquiry reports, discussion with the stakeholders and minutes of the meeting shall be recorded and filed securely and shall be maintained confidentially for all the parties involved.

Place: Hyderabad

Date: 01.05.2023

Sd/-
Managing Director
KNR Constructions Limited