Grievance Redressal Policy-External

Introduction:

Shriram Pistons and Rings Limited places a strong emphasis on transparency, fairness, and customer satisfaction. This policy articulates our dedication to efficiently handling and resolving complaints from customers and external stakeholders. We are committed to implementing a systematic approach that ensures every concern is handled respectfully and resolved promptly. Adhering to this policy reflects our commitment to maintaining elevated levels of customer service and engaging effectively with our stakeholders.

Objective:

The Consumer & External Stakeholders Grievance Redressal Mechanism is formulated to deliver exceptional customer support, in compliance with government regulations and guidelines. The mechanism is structured to fulfil the following objectives:

- Ensure uniform and unbiased treatment for all consumers and external stakeholders.
- Handle complaints from consumers and external stakeholders with respect, ensuring swift resolution.
- Acknowledgement and tracking of Complaints
- The management or the Grievance Redressal Committee receives the Grievance MIS on a monthly basis.
- All complaints received by the Grievance Officer must be acknowledged and meticulously tracked for comprehensive end-to-end resolution.

Grievance Committee:

Within fifteen (15) days of the policy's approval, the managing director is required to appoint a grievance committee consisting of four members.
Consideration of gender representation and a diverse cross-section of highly competent employees is essential during the selection of committee members. The Grievance Committee will undertake the appointment of new members annually.

Raising a Grievance/complaint:

To maintain a transparent and discrete process of registering grievances in the organisation all complaints should be submitted to the email address Compliance.officer@shrirampistons.com

Time Frame:

Level 1

The response timelines for addressing complaints are as follows:

i. Acknowledgment of any consumer's and other external stakeholders' complaints within 48 hours by the grievance officer.
ii. Common scenarios (excluding those specified below): 5-7 business days
iii. Quality or damage-related cases: 15 working days
iv. Cases involving third parties (15 working days) (Courier partner, banks, or financial institutions)
v. Adherence to the deadlines stipulated by each regulator for complaints received from them. If additional time is necessary, the company will inform the regulator of the extension and provide anticipated timelines for resolution.

If consumers and other external stakeholders' issues are not addressed within the specified period or if they remain dissatisfied with the resolution provided through the aforementioned channels, they may escalate the matter through the following channel, enclosing copies of their previous correspondence:

Level 2

Write to the Company at the below-mentioned address below:-

Head-Customer Care Services
Address: 3rd Floor, Himalaya House, 23 Kasturba Gandhi Marg- New Delhi 110001
Email: Compliance.officer@shrirampistons.com
Phone: +91 11 23315941- 45

Decision and Confidentiality:

The decisions made by the Committee are final. However, the grievant has the right to express further dissatisfaction with the Committee's decision within the grievance procedure. The Committee is obligated to provide a written declaration of its decision to the griever within ten (10) days of the procedure's conclusion.

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