

GRIEVANCE REDRESSAL MECHANISM

For timely and proper redressal of complaints with reference to Business Responsibility (BR) /Policies in line with the “National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business”, JSW Steel Limited has the following mechanism:

- JSW Steel Limited has appointed the office of the Chief Sustainability Officer (CSO) Dr S Majumdar for the redressal of grievances. Stakeholders can approach this office at:
JSW CENTRE,
Bandra Kurla Complex,
Bandra (East),
MUMBAI 400 051

and also through the designated email id: br.complaints@jsw.in

- A stakeholder can make a written complaint through letter or e-mail.
- The Company maintains a stakeholder grievance register in which full detail of every written complaint is entered.
- A designated person in the CSO office shall access the stakeholder grievances email ID on a daily basis to establish whether any new complaint has been lodged or not.
- The full detail of the written complaint would be passed to the concerned department.
- A letter or mail would be written by CSO office designated person to the stakeholder/s who has/have submitted the written complaint, acknowledging receipt of the complaint.
- The designated person in the CSO office will obtain all information available on the complaint considered necessary for an investigation.
- The CSO office will look into all the necessary information and resolve the same as soon as possible.
- The endeavour is to resolve the stakeholder complaint within 21 days of the receipt of the same, except when the issue requires more time.
- The CSO shall review the stakeholder complaint register on fortnightly basis to find out whether complaint has been resolved within time or not.
- A complaint (where the response does not settle the issue) must be referred to the Committee of the Board of the company.
- The CSO shall report quarterly on the grievances to the Committee of the Board with complete details as Name of the complainant, Nature of the complaint, Date of receipt of the complaint and status on resolving the same. For grievances remaining unresolved for a period of more than 21 days from the date of receipt, the CSO shall provide a reason to the Committee of the Board.