Grievance Redressal Mechanism

1. Purpose

The purpose of this policy is to establish a transparent, fair, and accessible Grievance Redressal Mechanism (GRM) that allows internal and external stakeholders to raise concerns related to the organization's operations, behavior, or impacts. This mechanism ensures that grievances are addressed in a manner consistent with the organization's commitment to social responsibility, ethical behavior, and continuous improvement as per ISO 26000.

2. Scope

This policy applies to all stakeholders, including but not limited to:

- Employees and contract workers
- Suppliers and contractors
- Customers and consumers
- Community members
- Government and regulatory authorities
- Civil society and NGOs

3. Guiding Principles

The grievance mechanism is designed in alignment with the seven principles of social responsibility.

Principle	Application to Grievance Redressal
Accountability	The organization takes responsibility for resolving grievances promptly and fairly.
Transparency	Information on grievance handling processes, status, and outcomes is communicated openly.
Ethical Behavior	All grievances are handled with honesty, impartiality, and integrity.
Respect for Stakeholder Interests	The mechanism considers the rights and needs of all affected parties.
Respect for Rule of Law	All processes comply with applicable legal and regulatory frameworks.
Respect for International Norms of Behavior	The mechanism supports human rights, labor practices, and fair treatment.
Respect for Human Rights	Protection against retaliation and ensuring confidentiality are guaranteed.

4. Objectives of the Mechanism

- Provide a clear process for lodging and resolving grievances.
- Ensure fair, timely, and impartial resolution of complaints.
- Promote stakeholder trust and engagement.
- Identify systemic issues and opportunities for improvement.
- Uphold the organization's reputation and commitment to social responsibility.

5. Definitions

- **Grievance:** A concern, complaint, or dissatisfaction raised by a stakeholder regarding actual or perceived impact caused by the organization's activities or decisions.
- **Complainant:** Any individual or entity raising a grievance.
- **Grievance Committee:** The designated group responsible for investigation and resolution.

6. Grievance Redressal Framework

6.1 Accessibility

- Multiple channels for grievance submission shall be made available:
    - Email **subimalmondal@godeepak.com**
    - Suggestion or complaint box (at site/office)
    - Helpline or dedicated phone line
    - Written letter or direct submission
    - Through authorized representatives or unions
    - Postal Mail – Human Resources Department, Deepak Nitrite Limited, Ground floor Fermenter House, Alembic City, Vadodara, Gujarat – 390003
- Information on the mechanism shall be publicly displayed and communicated in local languages.

6.2 Confidentiality and Non-Retaliation

- The identity of the complainant shall be kept confidential unless consent is given for disclosure.
- Retaliation against any individual submitting a grievance in good faith is strictly prohibited.

6.3 Grievance Handling Process

Step	Activity	Timeline
1. Receipt & Registration	Grievance received via any channel is logged in the Grievance Register or Digital Portal with a unique reference number.	Within 2 working days
2. Acknowledgement	Complainant is informed of receipt, reference number, and expected resolution timeline.	Within 5 working days
3. Preliminary Assessment	Determine the nature, severity, and relevance of the grievance; assign to appropriate team/committee.	Within 7 working days
4. Investigation	Gather facts, conduct interviews, review documentation, and analyse impacts.	Within 15–30 working days
5. Resolution & Response	Communicate findings and proposed action to the complainant.	Within 45 working days
6. Appeal/Review	Complainant may appeal if dissatisfied; independent review conducted by senior management or external expert.	Within 15 working days of appeal
7. Closure & Documentation	Grievance closed once corrective actions are completed and documented.	Continuous

7. Grievance Committee Composition

- **Chairperson: CHRO**
- **Members:**
    - Legal/Compliance Officer
    - Representative of the affected department
    - Employee representative (for internal issues)
    - CSR/Community Relations Officer (for external stakeholders)
    - Independent external expert (if required)

8. Monitoring, Review & Reporting

- Quarterly analysis of grievances to identify trends, recurring issues, and corrective measures.
- Annual review of mechanism effectiveness as part of ISO 26000 social responsibility review.
- Reporting of grievance statistics, key issues, and resolution actions in the Sustainability or CSR Report.

9. Continuous Improvement

The organization commits to continuous improvement of its grievance mechanism by:

- Conducting periodic stakeholder feedback surveys.
- Benchmarking against best practices.
- Updating the policy based on lessons learned and regulatory changes.

10. Record Keeping

All grievance records—including complaints, investigation notes, actions taken, and closure reports, shall be securely maintained for a minimum period of five years.

11. Communication and Awareness

- The grievance policy shall be displayed on notice boards, the organization's website, and communicated during induction and stakeholder meetings.
- Training programs shall be conducted to build awareness among employees and contractors.

12. Alignment with ISO 26000 Core Subjects

Core Subject	Relevant Policy Action
Human Rights	Protection from discrimination and retaliation.
Labor Practices	Safe working conditions and fair grievance handling for workers.
Fair Operating Practices	Ethical business conduct and anti-corruption measures.
Consumer Issues	Addressing product or service-related complaints effectively.
Community Involvement & Development	Mechanism for local community to raise concerns.
Environment	Addressing grievances related to pollution or environmental impacts.
Organizational Governance	Ensuring accountability and transparency in grievance management.

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13. Policy Review and Approval

This policy shall be reviewed bi-annually or as required by law or internal governance changes.

CEO & Executive Director
June 15, 2025