



CENTURY ENKA LIMITED

GRIEVANCE REDRESSAL MECHANISM OF STAKEHOLDERS

DOCUMENT CONTROL

Document version

This mechanism named as 'Grievances Redressal mechanism of Stakeholders' document is version 1.1.

Preparation/Revision history

Sr. No.	Date of preparation / modification	Version No.	Modified by	Reviewed and approved by
1	18.05.2023	1.1 (All earlier versions were considered as 1.0)	Legal & Secretarial Department	Board of Directors

Issuing Authority

This Grievances Redressal mechanism ('mechanism') is approved by the Board of Directors ('the Board') of Century Enka Limited ('the Company').

Author and Responsible Official

This mechanism is to be maintained and updated by way of additions, deletions, and modifications, only by the Legal and Secretarial Department, either suo-moto or on recommendation of the concerned department of the Company. In case of any additions, deletions and modifications, this mechanism shall be reviewed by the Managing Director and subsequently approved by the Board of Directors.

Whenever this mechanism is amended, the version increases by one unit and the version is to be mentioned in the Document Control section.

Applicability and Usage

This mechanism applies to all the stakeholders identified by the Company.

OBJECTIVE

The Company aims to ensure expeditious redressal of the grievances of all stakeholders to reduce conflict and strengthen relationships with the stakeholders. In the process of grievance redressal, the object is to demonstrate the highest degree of probity, accountability, fairness, transparency, equitable, unbiasedness and procedural accuracy. The Company ensure that the mechanism will be easily accessible to stakeholders and resolution based on dialogue and discussion.

DEFINITIONS

- a) **'Company'** means Century Enka Limited unless the context otherwise provides.
- b) **'Grievance Redressal Mechanism' or 'Mechanism'** refers to a mechanism for any stakeholder individually or collectively to raise and resolve reasonable concerns affecting them without impeding access to other judicial or administrative remedies.
- c) **'Local Communities'** includes persons or groups of persons living and/or working in any areas that are economically, socially or environmentally impacted (positively or negatively) by an organization's operations. The local community can range from persons living adjacent to an organization's operations, to those living at a distance who are still likely to be impacted by these operations. For instance, charities, religious and educational institutions, community and resident groups, media, politicians, non-profit organisations, public health services etc.
- d) **'SEBI'** means the Securities and Exchange Board of India.
- e) **'Stakeholders'** means individuals or groups concerned or interested with or impacted by the activities of the businesses and vice-versa, now or in the future. i.e., stakeholders of a business include, but are not limited to, its investors, shareholders, employees & workers (and their families), customers, communities, value chain members and other business partners, regulators, civil society etc.
- f) **'Value Chain' or 'Value Chain Partners'** means a chain of an organisation encompasses the full range of upstream and downstream activities that convert input into output by adding value. Value Chain Partner includes entities with which the organization has a direct or indirect business relationship and which either (a) supply products or services that contribute to the organization's own products or services, or (b) receive products or services from the organization.

COVERAGE OF STAKEHOLDERS

The Company has identified the following major stakeholders considering economic, environment, social and other aspects:

- (a) Shareholders
- (b) Investors (Other than shareholders)
- (c) Employees & Workers including Contract Labourers and their families
- (d) Communities (includes local communities)
- (e) Customers
- (f) Value Chain Partners/Supply Chain Partners
- (g) Future Generation
- (h) Analyst & Rating Agencies
- (i) Government & Regulators

FOCAL POINT OF CONTACT FOR RESOLUTION OF GRIEVANCES OF STAKEHOLDERS

S. No.	Type of Stakeholders	Department Responsible	Contact Details
1.	Shareholders	Legal & Secretarial	cel.investor@adityabirla.com
2.	Investors (Other than shareholders)	Legal & Secretarial and Finance	cel.investor@adityabirla.com cel.finance@adityabirla.com
3.	Employees & Workers including Contract Labourers and their families	Human Resource & Administration -Pune -Bharuch	sujata.ranjan@adityabirla.com sanjay.agarwal@adityabirla.com
4.	Communities	Human Resource & Administration -Pune & other districts -Bharuch	sujata.ranjan@adityabirla.com sanjay.agarwal@adityabirla.com
5.	Customers	Marketing -NTCF -NFY	milind.ashtaputre@adityabirla.com sanjay.mehrotra@adityabirla.com
6.	Value Chain Partners/Supply Chain Partners	Commercial -Pune -Bharuch	kirti.dhandh@adityabirla.com rajendra.parihar@adityabirla.com
7.	Analyst & Rating Agencies	Finance	cel.finance@adityabirla.com
8.	Government & Regulators	Legal & Secretarial	cel.investor@adityabirla.com
9.	Future Generation	Human Resource & Administration	sujata.ranjan@adityabirla.com sanjay.agarwal@adityabirla.com

ESSENTIALS OF REPORTING OF GRIEVANCES

(a) Mode of Reporting

All the grievances should be reported in writing at the designated email addresses with a subject containing words such as 'grievance' or 'complaint'.

However, any stakeholders may send the same in writing on any plain sheet of paper, addressing to the Legal and Secretarial Department at the registered office of the Company i.e., Plot No.72 & 72A, MIDC, Bhosari, Telco Road, Pune-411026, Maharashtra. The Legal and secretarial department will further forward the scan copy of grievances received to the concerned department at designated email id.

(b) Completeness and accuracy of Reporting

The complaint/grievance shall be complete in all aspects, contain all the relevant facts with documentary evidence(s), if any.

The said correspondence shall clearly mention the following details of complainant:

- i) full name as per identity card/other documents issued by the Government
- ii) contact details i.e.,
 - Mobile No.
 - Email Id
 - Correspondence Address
- iii) Resolution/representation letter in case of legal entity.
- iv) date of cause of action/event which necessitates filing of grievances, if applicable.

(c) Timelines of Reporting

In order to enhance ease, speed and accuracy in the redressal of grievance, the Complainant shall report the grievances within three months of arising of cause of action/event that necessitates redressal or within three months of knowing the facts.

However, in circumstances beyond the claimant's control for reporting the grievances within the specified timelines, the competent department may take cognizance of complaints after having recorded the reasons/justifications in writing.

(d) Additional documentary Evidence or other important documents

The Complainant must be prepared with all pertinent documentation that is available with them and willing to submit documents/information, as and when required, during the redressal proceedings.

In case of no revert for any further clarification, if required, from the side of complainant within one week from the date of receipt of communication to the complainant, the concerned department shall treat the complaint as closed at its end and intimate the same to the complainant accordingly.

RESPONSIBILITY OF DEPARTMENT PRIMARILY CONCERNED WITH VARIOUS STAKEHOLDERS

Department, primarily concerned with stakeholders, shall have own formal procedure/mechanism to deal with the grievances effectively & efficiently in a time bound manner and such procedure shall be maintained internally.

Grievances related to the Government & Regulators, Analyst, Rating Agencies and Investors shall continue to be addressed within the timelines, if any, prescribed under the various laws applicable to the Company.

The said formal internal mechanism may have the following constituents:

- (a) Type of grievances covered
- (b) Person primarily responsible for co-ordination with the complainant
- (c) Acknowledgement of receipt of complaint
- (d) Manner of Inter-Department co-ordination, if any.
- (e) Escalation clause within department, if any.
- (f) Timelines for resolution/disposal of the complaint
- (g) Flow Chart for handling grievances within the Department, if considered appropriate
- (h) Any other factors as the department may deemed fit.

ESCALATION

In case any concern/grievances of any stakeholder remain unaddressed or not satisfied with the decision/resolution provided by the concerned department, such stakeholders may approach the matter to the Head, Legal & Secretarial at the address mentioned below with all the relevant correspondences and documents. Head-Legal & Secretarial in consultation with the Chief Financial Officer/Executive Director/Managing Director, if required, take-up the matter and resolve/dispose of the grievances expeditiously.

Head - Legal and Secretarial
Century Enka Limited
Plot no. 72 & 72-A, Telco Road, MIDC Bhosari,
Pimpri Chinchwad, Pune-411026, Maharashtra

CONFIDENTIALITY & PROTECTION

The Company shall maintain the confidentiality of identity and other details of complainant. It shall not disclose any personal details of the Claimant to any external & internal parties except where such communication is in furtherance of legitimate purposes, performance of duties or discharge of legal obligations.

The Company condemns any kind of discrimination, harassment, victimization, being adopted against the Complainant. The Company shall ensure that no unfair treatment will be meted out to the Complainant and the complete protection will be given to them.

MANNER OF DEALING WITH FRIVOLOUS OR VEXATIOUS OR ANONYMOUS COMPLAINT

While it will be ensured that genuine complainant is accorded complete protection from any kind of unfair treatment, any abuse of this protection will warrant disciplinary action.

Any false or bogus or frivolous or vexatious allegations or reported otherwise than in good faith or with malicious or malafide intention shall be liable for such action as may deem fit by the concerned Department.

No action required to be taken for any anonymous complaint (complaints which do not carry name and contact details), however, the record shall be maintained for such complaint for reference.

DISSEMINIATION

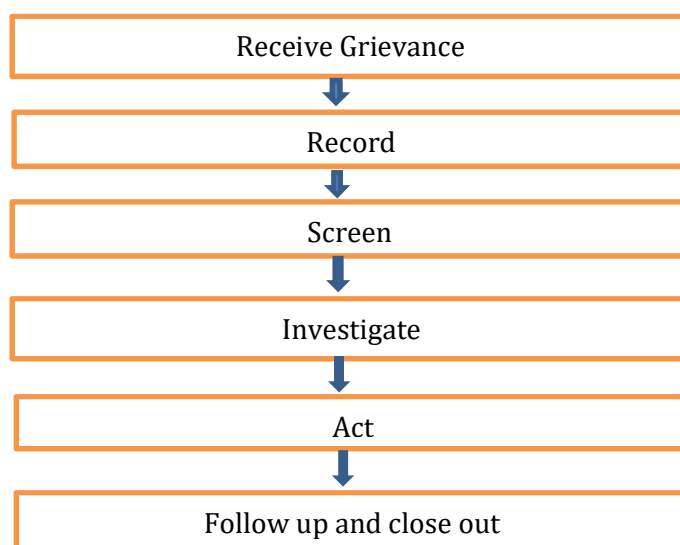
This mechanism shall be hosted on the website of the Company for accessibility of stakeholders of the Company and the web-link, may be disclosed in the Annual Report & other reports of the Company.

RETENTION OF DOCUMENTS

All the documentation in writing related to the complaint along with the resolution proposed or disposal shall be retained by the concerned department for a minimum period of eight years and thereafter disposed of as per the Preservation of documents policy of the Company.

GRIEVANCE RESOLUTION FLOWCHART

The figure below outlines the general process that will be followed to resolve any grievances:



The concerned Department may prepare the detailed flowchart in accordance with the stakeholders concern to deal with the grievances.

CONSEQUENCES OF VIOLATION OF THE MECHANISM

The concerned department shall strictly follow the said mechanism, any contravention of this mechanism shall be liable for stringent disciplinary action as may be deemed fit by the Company which includes reprimand, suspension, etc. after giving reasonable opportunity of being heard to them.

INTERPRETATION OR MODIFICATION

The applicability of this mechanism is in addition to and not in derogation to any other policies, codes, mechanism of the Company or statutory or regulatory bodies or any law of the land. This mechanism shall not, in any manner, affect the rights of any stakeholders to avail any other available mechanism for their grievances.

The Legal and Secretarial Department of the Company shall have authority to amend or modify this mechanism, on the recommendation of the concerned department or to align with any amendments, guidelines, standards or regulations issued by the SEBI, Stock Exchanges or any other statutory authority or as and when deemed fit.

In the event of inconsistency of this mechanism with any statutory provisions, then the relevant provisions of such applicable law shall prevail upon the provisions of this mechanism.