

POLICY FOR COMMUNITY GRIEVANCE REDRESSAL MECHANISM

JINDAL STEEL AND POWER

*Pursuant to National Guidelines on Responsible Business Conduct (NGRBC), 2018 Guidelines;
Issued by Ministry of Corporate Affairs (MoCA)*

JINDAL STEEL & POWER LIMITED
12, Bhikaiji Cama Place,
New Delhi – 110066
Tel.: +91 11 26188340-50 Fax : +91 11 26161271
www.jindalsteelpower.com

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PREAMBLE

Jindal Steel & Power (JSPL) is committed to conducting its operations with transparency, accountability, and a strong sense of social responsibility. In alignment with the **National Guidelines on Responsible Business Conduct (NGRBC), 2018**, issued by the **Ministry of Corporate Affairs (MoCA), Government of India**, this Community Grievance Redressal Policy reflects our adherence to Principles 4, 5, 6, and 8—emphasizing stakeholder inclusivity, respect for human rights, environmental responsibility, and equitable development. Recognizing that communities in the vicinity of our operations are vital stakeholders, this policy establishes a structured mechanism to receive, address, and resolve grievances raised by them in a fair, timely, and transparent manner. JSPL's CSR operations strongly adhere to **Principle 8** while aligning with Principles 4, 5, and 6, especially with respect to engaging communities around business locations and those directly impacted by operations. It is an integral part of our broader CSR framework and supports our commitment to inclusive growth, as outlined in our Annual CSR Business Plan. Through this policy, JSP aims to foster trust, prevent conflicts, and strengthen relationships with local communities. This policy is supported by SOP of Grievance Redressal Mechanism.

OBJECTIVE

The objective of this policy is to:

- Establish clear guidelines for the submission, handling, and resolution of community grievances.
- Ensure transparency, fairness, and accountability in responding to concerns raised by external stakeholders.
- Promote harmonious relations between the company and the community through a structured redressal mechanism.

DEFINITION

This policy applies to all members of the communities and other stakeholders who might be directly or indirectly affected by the Company's operations.

- I. “Grievance” means is a formal or informal complaint, concern, or dissatisfaction expressed by an individual or a group of individuals regarding a perceived injustice, mistreatment, violation of rights, or any other issue they believe needs to be addressed either affected or interested in Company operations.
- II. “Grievance Redressal Process” refers to the structured and systematic process established by the Company to effectively address and resolve grievances raised by community. This includes adverse economic, environmental and social impacts.

SCOPE

The grievance mechanism procedure applies to all external stakeholders of society in and around the JSP complex our operations. This procedure does not cover grievances raised by internal stakeholders, such as employees, who are to refer to company’s internal grievance process and also vendors and customers in ordinary course of business.

APPROACH

Reference to Principle 8 of NGRBC, we strive to promote inclusive and equitable development which is the core principle of our Annual CSR Business Plan prepared with intensive consultation with the Community and Local Administration and other Stakeholders. Our approach to managing community grievances follows the directive principle of ensuring seamless implementation of CSR activities in our project/ plant purlieu. We strive to conduct our operations in a way that limits any disruption to our neighbouring communities to a minimum; however, grievances may still arise. The grievance redressal process provides an opportunity for communities to voice their concerns and promotes a transparent mechanism for understanding and resolving their grievances. This ultimately, the adoptions of the following approaches prevent any forms of conflict and strengthens our relationship with the communities.

- **Community Meetings:** Organising community meetings for direct engagement with residents to discuss grievances individually or collectively.
- **Mediation mechanism:** the approach for creating open communication with the community members to understand their concerns with active listening and empathy.

- **Community Engagement and Empowerment:** the approach for engaging community members to draw sustainable solutions through a participatory approach.
- **Partnering with Local Community Organizations:** to note down the issues, gather feedback and address grievances.
- **Hosting Community Engagement Events:** like public hearings, workshops, focus group discussions, etc. to interact with community members and address their concerns.
- **Information Collection:** Grievances can be recorded either through written or verbal and can even be expressed in form of local languages.
- **Grievance Redressal:** The grievance redressal process provides an opportunity for communities to voice their concerns and promotes a transparent mechanism for understanding and resolving their grievances. Different forms of grievances can be redressed through a reformative approach at different levels like Palli Sabha, Banyan Tree meetings, User Committee meetings, reformative actions over grievance records at Unit CSR Offices.

GRIEVANCE REPORTING CHANNELS

- A. Grievance Committee (Team comprises of the select CSR functionaries and invited members from Land & Liaison, EMD, HR and like) headed by the Location's CSR Head)**

Roles & Responsibilities

1. Investigating the grievance and liaising with the external stakeholder (community members).
2. Developing resolutions and actions to rectify any issues.
3. Follow up and track progress of grievance.

- B. Grievance Manager relating to CSR will be identified by each location CSR Head**

Roles & Responsibilities

1. Receive grievances and forward to Grievance Committee.
2. Makes sure the grievance mechanism procedure is being adhered to and followed correctly.

3. Maintains grievance register and monitor any correspondence.
4. Monitor grievances/trends over time and report findings to the Committee.

C. CSR field Staff

Roles & Responsibilities

1. Receive grievances in person.
2. Report grievance to the concerned project manager by lodging the Grievance.
3. Provide information and assistance in developing a response and close out of a grievance.

GRIEVANCE REDRESSAL

- Pertaining to any Social Development activities, it is resolved by the CSR division, and the work being executed provided it falls under the approved CSR Annual Business Plan. In certain cases, some forms of grievances are redressed in coordination with District Administration (dealing with the substantive function linked with the grievance for redress) to supplement and complement line departments to redress the community Grievances.
- Relating employment applications received from Grievant are referred to the HR department which is normally guided by the Project approval norms regarding local employment. CSR and HR are aligned to address the Skill gaps of the local youths with the positive intent to employ the local as per business need.
- Pertaining to episodic emissions/traffic congestion suitable rectification measures are immediately taken. After the grievance redressal, the matter with due diligence needs be shared in the Gram Sabha/ Palli Sabha or at Panchayat meetings.

Methodology Adopted for Grievance Redressal:

- **Receive Grievance:** The Unit CSR Heads or any CSR project team contact member receive all grievances raised by community member(s) in form of written letter, e-mail or through open communication.
- **Review:** After receiving the information from the grievant, concerned officer at the unit level will review the form and source of grievance.

- **Record:** All forms of grievances (either raised through written application, email, or open communication) will be logged in the Grievance Register located at Unit CSR Office and CSO Office (at Plant level).
- **Screen:** The concerned officer is responsible to liaise with the external stakeholder/community members and work on a resolution. Grievances will be screened depending on the level of severity to determine and how the grievance is approached.
- **Acknowledge:** A grievance will be acknowledged, on the day being submitted and recorded as well. Communication in this case, will be made either verbally or in written form to the grievant by the Unit CSR Office
- The investigation may require the team to make site visits, consulting with village committee/ Gram Sabha, Panchayat meeting, unit CSR level, plant level, or District Administration.
- **Act:** Followed by preliminary investigation, the responsible officer at CSR Unit Level will use the findings to create a corrective action plan outlining steps to be taken to resolve the grievance within a timeline. Once all actions have been completed and the CSR team finds the grievance has been resolved, they will then formally advise the external stakeholder via their preferred method of contact.
- **Follow up Action and Closure of Grievance:** The responsible officer will contact the grievant right after the grievance is resolved and will gather feedback on the grievance redressal process.
- **Appeal:** If the external stakeholder/ community member is unhappy with the with the grievance redressal, then the Unit CSR head needs to escalate the matter before the /grievance redressal committee at unit level/ Plant Head/Group CSR Head/ for further pre-emptive measures.
- **Recording of Grievances:** All records, including grievance applications and closure process will be maintained with utmost confidentiality

MONITORING AND EVALUATION

The Unit CSR Heads at all business locations is responsible to compile and disseminate the community grievances related information on each month to the Group CSR Head and the Plant Head simultaneously. Indicating the status of the grievances lodged, time duration of closure of grievances and lodging of new grievances. The reporting should necessarily indicate the No. of Unredressed grievances and grievances investigated to be ingenuine (based upon due multiple stakeholder engagement)

- Number of unresolved or unsubstantiated grievances

Reports are submitted to:

- Group CSR Head
 - Plant Head
- **Data Analytics:** Grievance trends and patterns are analyzed to inform future CSR planning and to proactively address potential issues.

POLICY REVIEW

This policy is subject to periodic review to ensure it remains relevant, effective, and aligned with evolving stakeholder needs and regulatory guidelines.

Approved By the Authorised Company Official