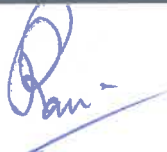




Megha Engineering & Infrastructures Limited

Customer Grievance Redressal Policy

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Customer Grievance Redressal Policy

1. Preamble

Megha Engineering and Infrastructures Limited (herein referred to as “MEIL”) is committed to building and maintaining the highest standards of integrity, transparency, and accountability in all its stakeholder relationships. As one of India's leading infrastructure conglomerates, MEIL serves a vast and diverse base of clients, project-affected communities, government bodies, and business partners.

This Customer Grievance Redressal Policy (the "Policy") establishes a formal, accessible, and time-bound mechanism through which any individual customer or entity with concern arising from MEIL's conduct, products, services, or operations may raise, escalate, and seek resolution of their grievance.

2. Scope

The Policy is specifically designed for MEIL's customers, including organizations and individuals who commission, procure, or receive infrastructure projects, engineering services, and related solutions provided by MEIL. It establishes a structured mechanism for the receipt, assessment, resolution, and closure of customer grievances in a fair, transparent, and time-bound manner.

This Policy covers grievances arising at any stage of the customer engagement lifecycle, including but not limited to:

- Pre-contractual interactions, including bidding and tendering processes
- Contract award and project initiation
- Project execution, monitoring, and delivery
- Inspection, testing, and quality assurance activities
- Project handover and commissioning
- Post-completion services, including maintenance and support

The Policy is applicable to all types of customer grievances, whether related to service quality, contractual obligations, project timelines, communication gaps, compliance issues, or any other concern impacting customer satisfaction.

All such parties are expected to read, understand, and comply with the principles and requirements set out in this Policy. All personnel associated with MEIL are required to adhere to this Policy and actively support its implementation, ensuring that customer concerns are addressed promptly, effectively, and in alignment with MEIL's commitment to quality, integrity, and customer satisfaction.

3. Guiding Principles

This Policy has been designed in alignment with the following regulatory requirements, and voluntary frameworks ensuring that MEIL's customer grievance standards meet applicable norms:

- Companies Act, 2013
- National Guidelines on Responsible Business Conduct (NGRBC), 2019
- Business Responsibility and Sustainability Reporting (BRSR)
- Applicable contractual obligations with customers
- Applicable laws and regulations governing MEIL's business operations
- UNGPs Human Rights Policy
- Internationally recognized best practices, including ISO 10002, while strengthening its customer grievance management processes.

4. Complaint Registering and Resolution Mechanism

MEIL shall implement this policy through a structured, transparent and time-bound mechanism to ensure that customer concerns are addressed fairly and effectively.

Stage 1: Submission of Grievance

- Customers are encouraged to provide details of any complaint/concern, along with relevant documents (if any), via email to erp@meghaengg.com.
- Customers may raise grievances through designated communication channels. Grievances should, where possible, include relevant details such as customer information, project reference, nature of concern, supporting documents, and prior correspondence to enable effective assessment.

Stage 2: Receipt and Acknowledgement

- All grievances shall be formally recorded in a centralized system or register.

- MEIL shall acknowledge receipt of the grievance within 7 days, along with a reference number and indicative response timelines. Additional information may be sought from the customer, if required.
- In the absence of no response or no satisfactory response within 21 working days, the customer can follow the escalation process detailed below by following the steps described below

Stage 3: Screening and Categorization

- Each grievance shall be reviewed to determine its nature, priority, and impact. Grievances shall be categorized based on subject matters such as project execution, quality, timelines, contractual obligations, commercial aspects, or service-related concerns.
- High-impact or sensitive grievances, including those involving contractual exposure, financial implications, or reputational risk, shall be identified for priority handling.

Grievances shall be prioritized based on impact as follows:

Severity Level	Description
Low	Minor issue with limited impact on project delivery or customer experience; can be resolved at project level without escalation
Medium	Moderate impact on timelines, quality, or service; requires coordinated resolution across functions
High	Significant impact involving project delays, quality failure, or customer dissatisfaction; requires management attention
Critical	Major impact involving contractual breach, financial exposure, safety risk, legal/regulatory implications, or reputational risk; requires immediate escalation to senior management

Stage 4: Assignment to Concerned Function

- Based on the categorization, the grievance shall be assigned to the relevant project team, business unit, or function for detailed review.
- The assigned team shall be responsible for examining the issue, identifying root causes, and recommending appropriate actions.

Stage 5: Investigation and Resolution

- The concerned function shall undertake necessary investigation, including stakeholder consultation and review of contractual, technical, and operational aspects. Resolution may include corrective actions, clarifications, rectifications, commercial adjustments, or process improvements, as appropriate.
- MEIL shall endeavor to resolve grievances within defined timelines, with delays (if any) communicated to the customer along with reasons.

Escalation Matrix

- In case the customer does not receive a satisfactory response within 21 working days, they may approach the below mentioned:

Levels	Customer Response Team	Turnaround Time
Level 1	Customer support team /Project coordinator	21 business days of lodging the complaint
Level 2	Grievance Redressal officer /Respective BU Head	30 business days of receiving the complaint
Level 3	Designated Chief Grievance Redressal Officer	45 business days of receiving the complaint

All grievances shall be handled in an impartial and unbiased manner. Any individual or function involved in the subject matter of grievance, or having a direct or indirect conflict of interest, shall recuse themselves from the review and resolution process. In such cases, the grievance shall be reassigned to an independent authority or escalated to the next appropriate level to ensure fairness, transparency, and objectivity.

Stage 6: Communication of Response

- The outcome of the grievance review shall be communicated to the customer in a clear, transparent, and professional manner, including details of the action taken, resolution provided, or MEIL's position on the matter.

Stage 7: Closure of Grievance

- Grievance shall be considered closed once appropriate action has been taken and the response has been communicated to the customer. Closure details shall be documented in the register for record and audit purposes.

5. Responsibilities

Clear ownership at every level of the organization is essential to ensure that customer grievances receive substantive attention. While MEIL ensures that all employees and business units uphold high standards of customer satisfaction, the following key roles are defined to ensure effective and timely grievance redressal:

7.1 Board of Directors / Senior Management

- Provide overall oversight of the grievance redressal framework and ensure that appropriate governance mechanisms are in place.
- Ensure that customer grievances are addressed in a fair, transparent, and timely manner.
- Approve this Policy and any significant amendments thereto.

7.2 Grievance Redressal Officer

- Responsible for overseeing the implementation of this policy.
- Ensure that customer grievances are duly acknowledged, reviewed, addressed, and closed in accordance with the defined grievance redressal framework in this Policy.
- Monitor grievance trends and escalate material or recurring issues to Senior Management, as appropriate.

7.3 Customer Support Team

- Responsible for supporting the grievance redressal process by facilitating communication with customers, sharing relevant information, and coordinating with internal teams for appropriate resolution.
- Ensure that customer concerns are handled professionally and in line with the principles of fairness, responsiveness, and accountability as mentioned in this Policy.

7.4 Employees

- Responsible for upholding the principles of this policy while dealing with customers.
- Promptly route customer grievances to the appropriate authority, maintain confidentiality and act in good faith.
- Support the timely and fair resolution of grievances, wherever applicable.

6. Monitoring Mechanism

MEIL shall:

- Record all customer grievances in a designated Grievance Register as mentioned in Annexure A of this Policy. The tracker shall capture key details such as grievance reference number, date of receipt, customer details, project / contract reference, grievance category, assigned function, status, escalation details, action taken and date of closure as mentioned in Annexure B of this Policy.
- Track grievance redressal data and report performance to the Board as appropriate.
- Disclose complaints received and resolution data at least annually through BRSR disclosure, or equivalent reporting mechanism.
- Communicate this Policy to customers via appropriate customer-facing channels, such as official correspondence, contract / project documents, customer communication, company website and project-level communication channels.
- Communicate this Policy to internal employees via internal emails, HR portal, employee onboarding programs, periodic training and awareness sessions, and other appropriate channels to ensure consistent awareness and understanding.

7. Confidentiality, Non-Retaliation and Data Protection

MEIL shall:

- Collect, process, store, and retain adequate safeguards to ensure data security, integrity, and confidentiality
- Ensure that all customer grievances are handled with strict confidentiality.
- Information relating to grievances shall be disclosed only on a need-to-know basis and in accordance with applicable laws and internal policies.
- MEIL prohibits any form of retaliation against customers or individuals who raise grievances in good faith.
- Any act of retaliation shall be treated as a violation of this Policy and may result in appropriate disciplinary action.

8. Review and Assessment

This Policy shall be reviewed once in four years or as and when required. Any changes shall be reflected in the policy document. MEIL reserves the right to modify, add to, or delete any provisions of this Policy at any time.

In case of any doubt or matters not covered herein, customers, employees and associates are encouraged to contact the designated Grievance Redressal Officer, or their local Human Resources representative.

Annexure A

Grievance Register

Date received	Grievance description	Investigating Officer	Resolution provided	Resolution accepted (Yes/No)	TAT (days)	Outcome