



असीमित ऊर्जा, अनन्त संभावनाएं  
Endless energy. Infinite possibilities.

**A MAHARATNA COMPANY**

**REC Limited**

# **Integrated Stakeholder Grievance Redressal Document**

**(Approved by BoD in the 515<sup>th</sup> Board Meeting held on 31.05.2024)**

## 1. Foreword

REC Limited is committed towards implementing effective stakeholder grievance redressal mechanisms. The objective of this framework is to establish a structured and equitable procedure through which both internal and external stakeholders can voice and address their grievances, concerns, and complaints about the activities of REC Limited.

We are committed to addressing all grievances promptly, with fairness and impartiality. We will also ensure that our grievance resolution process remains readily accessible to all parties involved.

This Framework extends to internal stakeholders, encompassing employees and contractual staff employed directly within the organization as well as our external stakeholders including investors, shareholders, lenders, customers, partners along the value chain, communities etc.

## 2. Grievance redressal channels and process:

Stakeholders are encouraged to register their concerns using the provided communication channels, which include email, telephone, online system or written correspondence. The grievance redressal channels, procedure and timelines, currently in practice for each stakeholder group are tabulated as under:

S. No	Stakeholder Group	Grievance redressal process and timelines	Grievance Redressal Channel
1	Shareholders	The Company has established a three-tier mechanism i.e., support service from the respective Registrars, in-house investor cell and direct supervision by the Stakeholder Relationship Committee (SRC). The time lines as defined by SEBI.	Tel: 0124 271 5372 E-mail: <a href="mailto:complianceofficer@recl.nic.in">complianceofficer@recl.nic.in</a>
2	Retail Bonds	The Company has established a 3-tier mechanism i.e., support service from the respective Registrars, in-house investor cell and direct supervision by the SRC	E-mail: <a href="mailto:Investorcell@recl.in">Investorcell@recl.in</a> Telephone No.1800 180 2992
3	Institutional Bonds	<p><b>Series raised before 01 Apr 2024</b></p> <p>Akshay Tanwar , Assistant Manager E-mail: <a href="mailto:akshay.tanwar@alankitassignments.com">akshay.tanwar@alankitassignments.com</a> Alankit Assignments Limited, 205-208, Anarkali Complex, Jhandewalan Extn, New Delhi, 110055</p> <p><b>Series raised after 01 Apr 2024</b></p> <p>Shri K Brahmanandam E-mail: <a href="mailto:brahma.k@kfintech.com">brahma.k@kfintech.com</a></p>	

S. No	Stakeholder Group	Grievance redressal process and timelines	Grievance Redressal Channel
		Selenium Tower B, Plot nos. 31 & 32, Financial District, Nanakramguda Serilingampally Mandal, Hyderabad-500032  Contact Person: Shri Gopala Krishna Phone: <u>1-800-309-4001</u> Email: <u>einward.ris@kfintech.com</u> , <u>gopalakrishna.kvs@kfintech.com</u> Website: <u>www.kfintech.com</u>	
4	Customers under Fair Practice Code of REC	<a href="https://recindia.nic.in/uploads/files/co-cs-fair-practic-code-dt020523.pdf">https://recindia.nic.in/uploads/files/co-cs-fair-practic-code-dt020523.pdf</a>	Shri Subhendu Roy, GM(F&A) Contact No: 0124- 4441300 E-mail: <u>gro.fpc@recl.in</u>
5	Contractors / Suppliers	As per bidding platform/RFP details	Pre award activity : Bid inviting authority as per RFP  Post award activity: Consignee/Project In charge
6	Employees	Available in REC Intranet <a href="http://recintra.net/hr-policies/?upf=vw&amp;id=7883">recintra.net/hr-policies/?upf=vw&amp;id=7883</a>	Immediate reporting officer not below the rank of Deputy Manager
7	Community	<a href="http://CPGRAMS-Home (pgportal.gov.in)">CPGRAMS-Home (pgportal.gov.in)</a>	Online system: <a href="https://pgportal.gov.in/Home/LodgeGrievance">https://pgportal.gov.in/Home/LodgeGrievance</a>  E-mail: <u>id-vipref@recl.in</u>

In cases where additional time is necessary to resolve, stakeholders will be promptly informed of the reasons for the delay and furnished with anticipated timelines.

Closure of the complaint will be formally documented via email, and stakeholders will be invited to share their feedback through a provided link.

### 3. Escalation/appeal process

In case a stakeholder finds the resolution provided unsatisfactory, they may escalate their grievance to the next level using the following escalation matrix:

Stakeholder	Level 1 - Contact details	Level 2 – Contact details	Level 3 – Contact details
Shareholders	Shri Amit Kumar Assistant Manager Tel: 0124 271 5476 E-mail: <u>complianceofficer@recl.nic.in</u>	Shri Dinesh Garg General Manager Email: <u>dineshgarg@recl.in</u>	Shri J.S. Amitabh Company Secretary and Compliance Officer

Stakeholder	Level 1 - Contact details	Level 2 – Contact details	Level 3 – Contact details
Institutional Bonds	Ms. Lydia Caroline, Officer (Finance) Mobile: 7708921783 Email: lydiacaroline@recl.in	Shri Mahesh, Chief Manager (Finance) Mobile:9717773021 Email : mahesh@recl.in	
Retail Bonds	Mr. Monith Agarwal, Manager Email: monith@recl.in	Mr. Raj Kumar Sonkar, Senior General Manager Email: rsonkar@recl.in	Mr Ajay Mathur, Executive Director Email: amathur@recl.in
Employees	Head of the Department (HoD)	REC Employee Grievance Redressal Committee	CMD, REC
Community	Nodal Appellate Authority		
Customers	Appellate Authority (If the complaint / dispute is not redressed within a period of one month) :  General Manager Department of Supervision (DoS) Reserve Bank of India, 6, Sansad Marg, New Delhi -110 001 Telephone No.: 011-23714456		
Contracts/Suppliers	As per bidding platform/ RFP details		

REC Ltd will regularly review resolution timelines and gather stakeholder feedback, which will be disclosed in our annual reports. Internal protocols will be established for the implementation and monitoring of compliance with this Framework.

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