

REC Limited

Integrated Stakeholder Grievance Redressal Document

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 Registrar, in-house team and direct supervision by the Stakeholder Relationship Committee (SRC). The timelines are as prescribed under SEBI Regulations.	<p>Details of RTA</p> <p>Alankit Assignments Limited 205-208, Anarkali Complex, Jhandewalan Extension, New Delhi-110055</p> <p>Tel: 011-42541234 Email: rta@alankit.com Website: www.alankitassignments.com</p>
2	Retail Bonds	<p>The Company has established a 3-tier mechanism, i.e., support service from the Registrars, in-house investor cell and direct supervision by the SRC.</p> <p>a) Details of RTA: Shri K Brahmanandam E-mail: brahma.k@kfintech.com Selenium Tower B, Plot nos. 31 & 32, Financial District, Nanakramguda Serilingampally Mandal, Hyderabad-500032</p> <p>Contact Person: Shri Gopala Krishna; Phone: 1800-309-4001</p>	

S. No	Stakeholder Group	Grievance redressal process and timelines	Grievance Redressal Channel
		<p>Email: einward.ris@kfintech.com, gopalakrishna.kvs@kfintech.com</p> <p>Website: www.kfintech.com</p> <p>b) Details of In-house Investor cell: E-mail: Investorcell@recl.in Telephone No.1800 180 2992</p>	
3	Institutional Bonds	<p>Shri K Brahmanandam</p> <p>E-mail: brahma.k@kfintech.com Selenium Tower B, Plot nos. 31 & 32, Financial District, Nanakramguda Serilingampally Mandal, Hyderabad-500032</p> <p>Contact Person: Shri Gopala Krishna Phone: 1-800-309-4001 Email: einward.ris@kfintech.com, gopalakrishna.kvs@kfintech.com Website: www.kfintech.com</p>	
4	Customers under Fair Practice Code of REC	https://recindia.nic.in/uploads/files/co-hr-GRO-Order-Fair-Practice-Code-dt-250326.pdf	<p>GM(F&A) Contact No: 0124- 4441300 E-mail: gro.fpc@recindia.com</p>
5	Contractors/Suppliers	As per bidding platform/RFP details	<p>Pre award activity: Bid inviting authority as per RFP</p> <p>Post award activity: Consignee/Project In charge</p>
6	Employees	Available in REC Intranet recintra.net/hr-policies/?upf=vw&id=7883	Immediate reporting officer not below the rank of Deputy Manager
7	Community	CPGRAMS-Home (pgportal.gov.in)	<p>Online system: https://pgportal.gov.in/Home/LodgeGrievance</p>

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 Anuj Kushwaha Officer Tel: 0124 271 5372 E-mail: anujkushwaha@recindia.com	Shri Amit Kumar Deputy Manager Tel: 0124 271 5476 E-mail: amitkr@recindia.com	Shri Dinesh Garg Company Secretary and Compliance Officer complianceofficer@recindia.com
Institutional Bonds	Mr. Saurabh Lal Chief Manager (Finance) Mobile: +91-9873257850 Email: saurabhlal@recindia.com Ms. Savi Gupta Assistant Manager (Finance) Mobile: +91-9899893274 Email: savi@recindia.com	Ms. Neha Sharma DGM (Finance) Mobile: +91-8527033440 Email: nehavijay@recindia.com Mr. Mahesh DGM (Finance) Mobile: 9717773021 Email: mahesh@recindia.com	Mr. Awanish Kumar Bharati GM (Finance) Mobile: +91-9650933199 Email: akbharati@recindia.com
Retail Bonds	Deputy Manager Email: shikhaujain@recindia.com	Deputy General Manager Email: nehavijay@recindia.com	General Manager Email: akbharati@recindia.com
Employees	Head of the Department (HoD)	REC Employee Grievance Redressal Committee	CMD, REC
Community	Sh. M. L. Meena G.M. (F&A)/HOD Email- vipref@recindia.com Landline no.- +911244441300/ extension number - 5141	Sub Appellate Authority	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		

Stakeholder	Level 1 - Contact details	Level 2 - Contact details	Level 3 - Contact details
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.
