

GRIEVANCE REPORTING

Grievance receiving, registration/recording and review process is described below

The concepts of social risk management and social license to operate have become an integral part of doing business in emerging markets. These dimensions of a company's social and environmental strategy can be achieved with effective stakeholder engagement, based on active participation of and feedback from groups affected by the company's operations. A mechanism to address affected communities' concerns and complaints—a community consultation and grievance management—is an important pillar of the stakeholder engagement process, since it creates opportunities for companies and communities to identify problems and discover solutions together

WHO WILL USE A PROJECT-LEVEL GRIEVANCE MECHANISM?

The focus of the grievance mechanism on the needs of affected communities is substantiated by the fact that they can be / may be directly, and in some cases significantly, affected by project operations but often lack viable options or capacity for raising their concerns through formal structures. This is especially true for disadvantaged groups within communities. This company grievance mechanism provides a readily accessible means for communities to address issues involving them and the company—directly, rapidly, and at no cost to complainants. (Telephone and internet usage charges shall be paid by complainant while registering the complaint/ grievance)

Other stakeholder (other than the affected community) will be made to understand why the grievance mechanism is not open to them or their issues and concerns (such as commercial or political disputes) and be informed of the avenues available to them to raise their complaints

WHERE TO REGISTER YOUR GRIEVANCE / SUGGESTION?

- Company Website-> <https://greencellmobility.com> ->Governance -> report a Grievance
- Grievance cell Phone Number + 022 69074500
- Grievance email: grievance@greencellmobility.com on all working-days 10:00 am to 5:00pm (Monday to Friday)