



TRIVENI TURBINE LTD.

Part A

STAKEHOLDERS GRIEVANCE HANDLING POLICY (Other than INVESTORS)

Grievance Handling Policy

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Grievance Handling Policy

1. Introduction

The grievance process, outlined in the document, provides an avenue for stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between external stakeholders.

2. Scope

The grievance mechanism procedure applies to all external stakeholders of our operations. This procedure does not cover grievances raised by internal stakeholders, such as employees, who are to refer to company internal grievance standard.

The policy provides a platform for stakeholders to address their grievances, concerns, or complaints in a systematic and trustful manner. The policy aim to:-

- Treat all stakeholders fairly, equally, and without any biases.
- Guarantee that all complaints are treated promptly and dealt within allotted time frames.
- Create an effective grievance redressal system that will enable fair and equitable resolution of complaints or concerns.

3. Definitions

Term	Definition
Grievance	An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants addressed by the company in a formal manner.
Grievance Handling Mechanism	A way to accept, assess, and resolve community complaints concerning the performance or behavior of the company, its contractors, or employees. This includes adverse economic, environmental, and social impacts.
Internal Stakeholders	Groups or individuals within a business who work directly within the business, such as employees and contractors.
External Stakeholders	Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some way from the decisions of the business, such as customers, suppliers, community, and the government, etc.

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4. Grievance Reporting Channels

Triveni Turbine Ltd will communicate this procedure to its external stakeholders to raise awareness and offer transparency of how stakeholders can voice their grievances. Various channels for external stakeholders to vocalize their grievances pertaining to Shareholders formally include:

Email:

Grievance E-mail channels	
For All Stakeholders (Other than Investors)	Grievances@triveniturbines.com

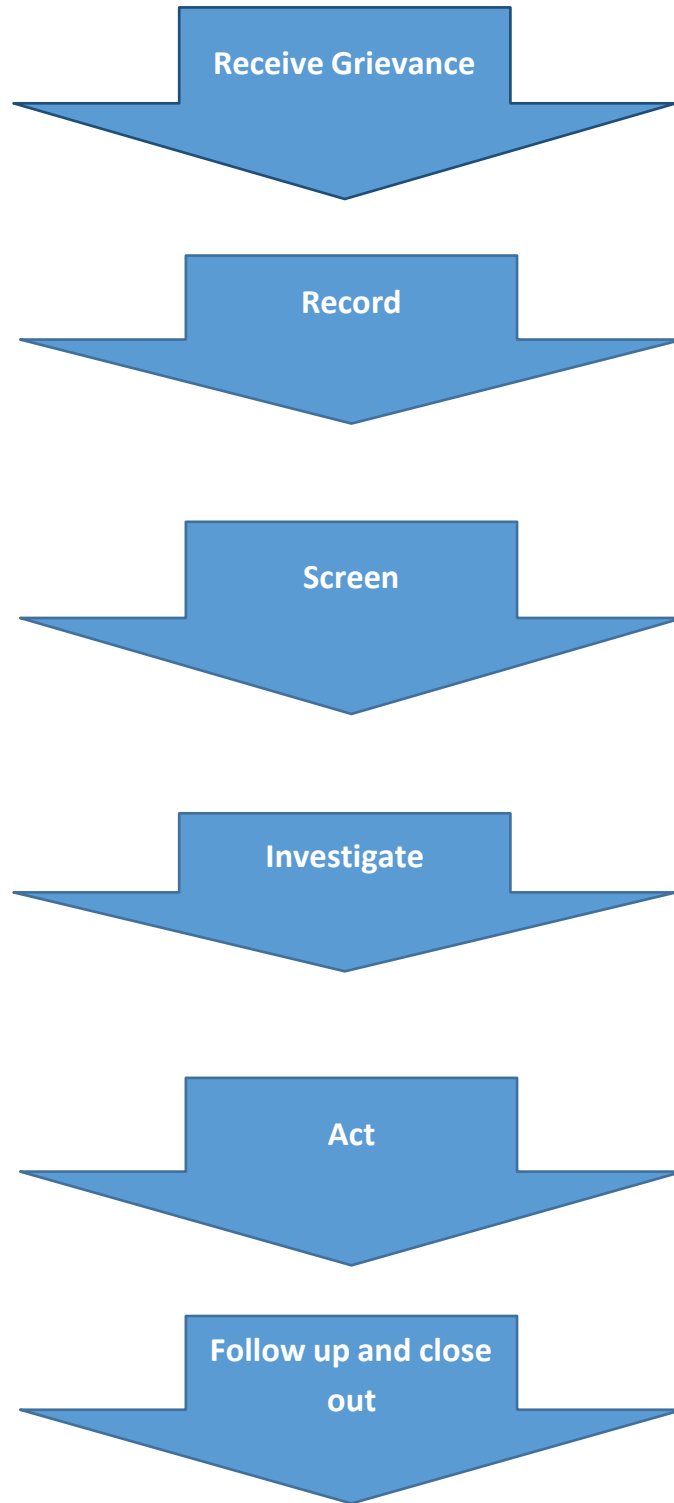
5. Roles and Responsibilities

Role/ Position Title	Responsibility
Grievance Committee (Team Comprises of Function head of HR)	<ul style="list-style-type: none">• Employee investigating the grievance and liaising with the vendors & Customers.• Developing resolutions and actions to rectify any issues.• Follow up and track progress of grievance.
Stakeholder Grievance committee	<ul style="list-style-type: none">• Grievance Handling Officer shall be nominated by CEO on recommendation of CFO, CHRO & Business heads of all the business of the Company.• Receive grievances and forward to Grievance Committee.• Make sure the grievance mechanism procedure is being adhered to and followed correctly.• Maintain grievance register and monitor any correspondence.• Monitor grievances/trends over time and report findings to the Committee.• Document any interactions with external stakeholders.

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6. GRIEVANCE MECHANISM PROCESS

The figure below describes the process that will be used to resolve any grievances:



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Electronic

The stakeholder contact officer receives all grievances that come through via email. The stakeholder contact officer will review the grievance form and process the grievance in accordance to this procedure.

a. Record

All formal grievances will be logged in the Grievance Register and Grievance Lodgment Forms will be saved in record of correspondence.

Stakeholders can raise their grievances through the dedicated channel by stating all relevant facts, dates and names of any individual concerned. If not comfortable, the stakeholder can choose not to disclose their identity.

b. Acknowledge

A grievance will be acknowledged by the grievance owner, within five working days of a grievance being submitted.

c. Investigate

The Stakeholder officer along with the employees is responsible for investigating the grievance. The investigation may require the team to make site visits, consult employees, contact external stakeholders and complete other activities. Records of meetings, discussions and activities all need to be recorded during the investigation. Information gathered during the investigation will be analyzed and will assist in determining how the grievance is handled and what steps need to be taken in order to resolve the grievance.

d. Act

Following the investigation, the Stakeholder officer will use the findings to create an action plan outlining steps to be taken in order to resolve the grievance. The Stakeholder officer is responsible for assigning actions, monitoring actions undertaken and making sure deadlines are adhered to. Once all actions have been completed and the team feels the grievance has been resolved, they will then formally advise the external stakeholder via their preferred method of contact.

e. Follow up and close out

The Stakeholder officer will contact the external stakeholder/s three weeks after the grievance is resolved. When contacting the external stakeholder the stakeholder officer will verify that the outcome was satisfied and also gather any feedback on the grievance process.

7. STORING OF GRIEVANCES

All records, including grievance forms, investigation notes, interviews and minutes of meetings will be securely filed and confidentiality is maintained for all parties involved

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Part B

INVESTORS' GRIEVANCE HANDLING POLICY

1. Scope:

This Policy is applicable to Investors/Shareholders of Triveni Turbine Limited. The Company is listed on BSE Limited and National Stock Exchange of India Ltd. and is governed by the provisions of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('Listing Regulations') and the Companies Act, 2013 ('Act'). As per Listing Regulations as amended, including the circulars, notifications issued thereunder from time to time, the Company is required to ensure adequate and timely redressal of all investors/shareholders grievances pertaining to securities of the Company. Accordingly, an adequate mechanism is put in place for expeditious redressal of investor complaints.

In the event of any conflict between the provisions of this Policy and other applicable laws, the provisions of applicable law shall prevail.

2. Rights of Shareholders

Subject to and in accordance with applicable laws,

- access to relevant, sufficient and timely information concerning the investors/shareholders including general meetings, annual reports etc., to enable them to participate in the corporate governance process.
- to participate effectively and vote in general shareholder meetings
- to obtain effective redressal for violation of their rights as an investor/shareholders

3. Grievance management

- In order to comply with the relevant provisions of the Act and Listing Regulations, the Company has constituted a Committee of Directors namely, Stakeholders Relationship Committee ('SRC'),
- The terms of reference of the SRC include, inter-alia, to consider and resolve grievances of the investors/shareholders, including complaints related to transfer, transmission of shares, non-receipt of annual reports, declared dividends, transfer of shares/ dividend in Investor Education protection fund, and to review the measures/initiatives taken by the Company to reduce the investors' complaints etc.
- The Company is currently registered on the SCORES platform of the SEBI and shall deal with investor complaints in the manner specified by the SEBI.
- The Company has a separate designated email for redressal of investor complaints.
- The Company seeks to redress complaints as expeditiously as possible, but not later than 6 working days from the date of receipt.

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- The Compliance officer of the Company is responsible to oversee the redressal of shareholders/investors complaints.

4. Obligations of the Company

- The Company shall ensure that it is registered on the SCORES platform, or such other electronic platform or system of the SEBI as shall be mandated from time to time, in order to handle investor complaints electronically in the manner specified by SEBI from time to time.
- The Company shall file with the recognized stock exchange(s) on a quarterly basis, within twenty one days from the end of each quarter, a statement giving the number of investor complaints pending at the beginning of the quarter, those received during the quarter, disposed of during the quarter and those remaining unresolved at the end of the quarter. The said statement shall also be placed before the Board of Directors of the Company on a quarterly basis for their review.
- The Company shall respect the rights of shareholders that are established by law or through mutual agreements, to the extent applicable.
- The Board of Directors of the Company shall maintain high ethical standards and shall take into account the interests of shareholders.
- The Company shall maintain a functional website wherein the contents of said website should be updated from time to time and the website shall contain all the relevant information about the Company, inter-alia, including the following:
 - Details of its business.
 - Financial information including annual reports.
 - Contact information of the designated officials of the Company who are responsible for assisting and handling investor grievances.
 - Information, notices, circulars etc. concerning shareholders.
 - All intimations and announcements made by the Company to stock exchanges; and
 - Any other information which may be relevant for the investors/shareholders.

5. Role of SRC

The SRC shall periodically review the status of investors' complaints and their redressal undertaken by the Company, but at least once in a year.

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