

WPIL POLICY ON REDRESSAL OF GRIEVANCE OF CUSTOMERS

1. Overview:

WPIL Limited, (“Company”) believes in conducting its affairs in a fair and transparent manner by maintaining the highest levels of integrity, honesty and ethical Behavior while dealing with its customers (“Customers”). The Company has formulated this Grievance Redressal Policy (“Policy”) setting out the procedure for receiving, registering and disposing of the complaints and grievances of the Customers with respect to the products and services of the Company (“Complaints”), including but not limited to the Complaints in relation to the services provided by the third party agents or business facilitators appointed by the Company for providing such services on behalf of the Company.

This Policy aims to provide a framework to deal with the Complaints of the Customers in a fair and transparent manner and educate the Customers about the processes to be followed to lodge a Complaint with the Company

The Company is focused on the complete value chain of fluid handling-from supply of pumps to turnkey project execution. The product division supplies a comprehensive range of pumps to the Municipal, Industrial and irrigation sector. The project Division undertakes water management contracts in the above sectors.

2. Definition

“Grievance or complaint” includes any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of supply/service and in the nature of seeking a remedial action but do not include the following:-

- a) Complaints that are incomplete or not specific in nature;
- b) Communication in the nature of offering suggestions;
- c) Communication seeking guidance or explanation;

3. Purpose:

The purpose of this Policy is to set forth the policies and procedures to be followed in receiving, handling and responding to any grievance against pumps supplies and service rendered in connection thereto. The following are the broad objective for handling the customer’s grievances:

- a) To provide fair and equal treatment to all customers without bias at all times.

- b) To ensure that all issues raised by the Customers are dealt with courtesy and resolved in stipulated timelines.
- c) To develop an adequate and timely organizational framework to prompt address and resolve customer grievances fairly and equitably.
- d) To provide enhanced level of customers' satisfaction.
- e) To provide easy accessibility to the customer for an immediate grievance redressal.
- f) To keep the customers informed as to the avenues to escalate their Complaints within the Company.
- g) To put in place a monitoring mechanism to oversee the functioning of the grievance redressal policy.

4. Redressal of the Complaints:

- a) The Customers are advised to file the Complaint by furnishing complete details of the same to the Company at contracts.kolkata@wpil.co.in
- b) Upon receipt of the written Complaint by the Company, it shall be recorded in the Customer Complaint Register maintained by Head - QA. Any written customer complaints received at regional office shall be forwarded to Head-QA. The acknowledgement along with a complaint identification number and the details of the designated officer, who will be dealing with the Complaint, shall be provided to the Customer seven days from the date of receipt of such Complaint.
- c) The Company shall provide the necessary clarification / justification with respect to the Complaint, to the satisfaction of the Customer and take all appropriate measures to resolve the Complaint within 30 (Thirty) working days from the date of receipt of such Complaint.
- d) In case any additional time is required for resolution of the Complaint, the Company shall inform the Customer about the requirement of such additional time along with the expected timelines for the resolution of such Complaint.
- e) The Head QA shall ensure that all Complaints filed by the Customers are resolved within the stipulated time frame.
- f) A record of all Complaints filed by the Customers and the response or resolution provided by the Company shall be maintained by the Company as per the Company's policy formulated for document preservation and archival.

- g) Status of pending customer complaints shall be updated by Head – QA every month and same shall be circulated to Marketing, Service, Contracts, all regional offices and Top Management

5. General:

Notwithstanding anything contained in this Policy, the Company shall ensure compliance with any additional requirements as may be prescribed under any laws/regulations either existing or arising out of any amendment to such laws/regulations or otherwise and applicable to the Company from time to time.

6. Review:

- a) This Policy is subject to review by the board of directors of the Company as and when deemed necessary. The Managing Directors of the Company shall annually review the functioning of the grievance redressal mechanism.
- b) This Policy shall be subject to the applicable laws including but not limited to the rules, regulations, guidelines, directives and instructions issued by the Regulatory Authorities from time to time and shall supersede the earlier version of the Policy. Any change/amendment in applicable laws with regard to maintenance of an appropriate grievance redressal mechanism shall be deemed to be incorporated in this Policy by reference and this Policy shall be deemed to have been amended and revised accordingly.

7. Disclosure

The Management reserves the right to modify / change/ withdraw any part or whole of the policy contents without assigning any reason with or without notice at any time at their sole discretion