

## Tide Water Oil Company (India) Limited Grievance Redressal Policy

### 1. Definition

“Grievances or complaint” includes any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service and in the nature of seeking remedial action but do not include the following—

- i. Complaints that are incomplete or not specific in nature;
- ii. Communications in the nature of offering suggestions;
- iii. Communications seeking guidance or explanation;

### 2. Objective

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 the Company in respect of the products and services offered by it. The following are broad objectives for handling the customer grievances:

- To provide fair and equal treatment to all customers without bias at all times.
- To ensure that all issues raised by customers are dealt with courtesy and resolved in stipulated timelines.
- To develop an adequate and timely organizational framework to promptly address and resolve customer Grievances fairly and equitably.
- To provide an enhanced level of customers' satisfaction.
- To provide easy accessibility to the customer for an immediate Grievance redressal.
- To put in place a monitoring mechanism to oversee the functioning of the Grievance Handling Policy.

### 3. How to raise the grievance

The customers can raise grievances through the following modes:

- **Phone Call:** Call at respective phone numbers as appearing in the website of the Company under the weblink <https://www.veedolindia.com/contact-us> to register the complaint
- **Email:** The customer may write to respective email ids as appearing under the in the website of the Company under the weblink <https://www.veedolindia.com/contact-us>
- **Letter:** Customer may also raise the grievance by writing us to the addresses as appearing in the website of the Company under the weblink <https://www.veedolindia.com/contact-us>

### 4. Registration of grievances

- (i) Grievances received through phone call:
  - a. The grievances received are recorded in the system
  - b. The grievances that can be answered by the phone calls will be answered immediately.
  - c. The grievances that needs escalation / needs additional details will be escalated within the system.
- (ii) Grievances received through written communication:
  - a. The grievances can be received through email or letter.

### 5. Acknowledgements

An acknowledgement shall be sent to the complainant within seven working days of the receipt of the grievance. Acknowledgement shall contain Date of receipt of complaint /

grievance, Expected date for resolution of grievance, Name, Designation and Contact details of Officer and manner and mode of tracking resolution of grievance / complaint.

## **6. Redressal of Grievance and Turn Around Time**

- All the complaints shall be registered in the Grievance Register of the Organization.
- If the grievance is resolved within seven working days, the resolution shall be communicated alongwith the acknowledgement to the complainant.
- The complaint shall be addressed as early as possible and within a maximum of 30 days of the receipt of the complaint.
- The Grievance Redressal Policy is accessible to all and it ensures that information is readily available on the modalities of making and resolving complaints. This policy is available on the website and also at the offices of this organization.
- Complaint details will be kept confidential and shall be shared with other organizations / regulatory authorities only if in accordance with the relevant laws and the customer will be kept apprised about the same. Sharing of information otherwise will only be done with a written consent of the customer and the same will be done only in circumstances where the input of an external agency / organization is necessary for resolving the complaint.
- All complaints shall be monitored and marked as closed only after resolution of the customergrievance.
- The complaint shall be treated as closed if the complainant has not responded within forty-five days of the receipt of the written response from the organization

## **7. Resolution of Grievance**

The customer /complainant shall be intimated on resolution of grievance / complaint.

## **8. Maintenance of records and reporting**

The organisation shall preserve records pertaining to grievance / complaint received resolution andclosure of the grievance.

## **9. Closure of grievance**

Every grievance shall be disposed off within a period of thirty days of its receipt and a final reply shall be sent to the complainant, containing details of resolution or rejection of the complaint, with reasons thereof recorded in writing.