



GRIEVANCE REDRESSAL POLICY FOR EXTERNAL STAKEHOLDERS OF IRCTC

(Approved by Board of Directors in its 135th Board Meeting held on 18th March 2024)

GRIEVANCE REDRESSAL POLICY FOR EXTERNAL STAKEHOLDERS

1. Introduction

Indian Railway Catering & Tourism Corporation Limited ('IRCTC' or 'the company') recognizes the vital importance of its external stakeholders and is committed to maintaining positive and productive relationships with them. It is acknowledged that grievances may arise from time to time, and the company takes full responsibility for addressing these in a swift and efficient manner.

2. Scope

This policy applies to all external stakeholders of IRCTC, including but not limited to customers, suppliers, partners, investors, regulatory bodies, and members of the public who interact with or are affected by IRCTC's operations.

3. Objectives

- i. Timely Resolution:** The company is committed to ensuring that grievances are addressed promptly and resolved within reasonable timeframes.
- ii. Fair and Transparent Process:** We provide a clear and transparent process for lodging and resolving grievances, with full adherence to principles of fairness and impartiality.
- iii. Continuous Improvement:** Feedback from grievance handling is invaluable to The company. We will use it to improve our operations, products, and services.
- iv. Compliance:** The company will ensure full compliance with all applicable laws, regulations, and standards concerning grievance redressal.

4. Definitions

- a) External Stakeholders:** These are individuals, entities, or groups outside the organization who have a legitimate interest in the activities of IRCTC or are impacted by those activities.
- b) Grievance:** This term is used to describe any expression of dissatisfaction, concern, or complaint made by an external stakeholder regarding IRCTC's products, services, employees, policies, or any aspect of IRCTC's operations.

5. Policy Statement

- 5.1** IRCTC pledges to address grievances fairly and promptly, ensuring a thorough yet expedited review process.
- 5.2** The company is committed to resolving dissatisfaction that hinders effective communication, providing a structured resolution process for unresolved issues.
- 5.3** IRCTC shall treat grievances with utmost confidentiality for grievance proceedings, respecting privacy while fulfilling legal obligations.
- 5.4** IRCTC is committed to ensure that the approach adopted in the resolution of a grievance will be tailored to the issues raised and the severity of the

offense. No disciplinary action will be taken against any party until a comprehensive investigation has been conducted.

- 5.5** IRCTC shall protect all our external stakeholders from discrimination and retaliation related to the exercise of their rights under this policy. The company also commits to provide a safe environment for stakeholders to express their grievances without fear of negative consequences.
- 5.6** The company shall ensure to proper documentation of complaints or grievances and the regular maintenance of records detailing any corrective actions taken.
- 5.7** IRCTC shall ensure to develop and maintain a variety of Grievance Reporting Channels to make it as convenient as possible for external stakeholders to vocalize their grievances
- 5.8** The company is committed to conducting investigations into grievances with due diligence, involving the appropriate departments or individuals as necessary.
- 5.9** To continuously improve the company's operations, products, and services IRCTC shall use feedback from the grievance handling process.
- 5.10** Throughout the grievance resolution process, the company is committed to maintaining open and transparent lines of communication with stakeholders.
- 5.11** IRCTC is committed to ensuring full compliance with all applicable laws, regulations, and ethical standards related to grievance redressal.

6. Communication

To ensure this policy is effectively communicated to all external stakeholders and prominently displayed on the company's website, measures are taken to promote transparency, trust, and understanding in the grievance redressal process.

7. Amendment

CMD will be the Competent Authority to interpret the policy or any provision thereof, this Policy can be changed, modified, or abrogated at any time by the Board of Directors of the Company.

8. Monitoring and Evaluation

To ensure continuous improvement, we commit to ongoing monitoring of the grievance redressal process. This monitoring will focus on enhancing the efficiency with which all grievances are addressed.
