

# K Raheja Corp Real Estate Private Limited

(Formerly known as Feat Properties Private Limited)



## Grievance Handling and Redressal Policy

### Overview

<b>Approving Authority</b>	Board of Directors of K Raheja Corp Real Estate Private Limited (Formerly known as Feat Properties Private Limited)
<b>Approval Date</b>	29.05.2024
<b>Effective Date</b>	This Policy on Grievance Redressal ("Grievance Handling and Redressal Policy" "Policy") shall come into effect from the date it was adopted by the Board Directors at their Board Meeting held on 29.05.2024.

### Objective

At K Raheja Corp Real Estate Private Limited ("**Entity**"), our objective is to establish a robust grievance redressal mechanism, ensuring prompt and fair resolution of concerns raised by our stakeholders. We aim to uphold transparency and integrity in addressing grievances, fostering a culture of trust and accountability within our Entity.

### Applicability

This Policy has been approved and adopted by the Board of Directors and is applicable to the Entity.

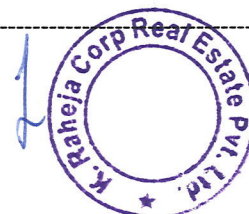
### Scope & Coverage

This Policy is applicable to all identified stakeholders including employees, contractual labor, investors and lenders, customers, value chain partners including suppliers, vendors and contractors, communities including local, vulnerable, marginalized, and disadvantaged groups, media, regulatory authorities among other parties associated with the Entity.

### Definitions

"**Applicable Law**" means any statute, law, regulation, ordinance, rule, judgement, order, decree, bye-law, approval of any Governmental Agency, directive, guideline, policy, requirement or other government restriction or any similar form of decision of or determination by, or any interpretation having the force of law of any of the foregoing Governmental Agency having jurisdiction, applicable to any Party, in force from time to time, including but not limited to the Real Estate regulations.

"**Board of Directors**" shall mean the Board of Directors of the K Raheja Corp Real Estate Private Limited.



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## Stakeholder Identification

The Entity identifies its stakeholders as groups and individuals, who can influence or/ are impacted by its operations/ activities, change in technology, regulations, market and societal trends either directly or indirectly.

Term	Description
Grievance	An issue, concern or problem that a stakeholder seeks to be addressed by the Entity
Stakeholders	Individuals or groups of individuals, who have interests or abilities to influence outcomes of business activities across operations, supply chain and business partnerships, as well as those who are directly or indirectly impacted or affected by business activities of the Entity.
Internal Stakeholders	Individuals or groups of individuals within a business who work directly within the business. Internal stakeholders include the following: <ul style="list-style-type: none"><li>✓ Employees</li><li>✓ Contractual Labour</li></ul>
External Stakeholders	Individuals or groups of individuals outside a business who are affected in some way by the decisions of the business. External stakeholders include the following: <ul style="list-style-type: none"><li>✓ Investors and Lenders</li><li>✓ Customers</li><li>✓ Communities including local, vulnerable, marginalized and disadvantaged groups</li><li>✓ Value chain partners including suppliers, vendors and contractors</li><li>✓ Regulatory Authorities</li><li>✓ Media</li><li>✓ Third-party service providers including external consultants</li></ul>

## Grievance Redressal Channels

Stakeholders may engage with specialized departments designated for addressing grievances across different stakeholder categories. As the Entity evolves, establishing the Grievance Redressal Committee can further enhance the efficiency and effectiveness of the grievance resolution process, ensuring centralized oversight and accountability. The designated specialized departments for addressing stakeholder grievances across various categories are listed below:

Stakeholder	Contact	Contact details
Customers	Operation team	<p>1. Name: Mr. Qazi Burhan Contact: 022 26564857 E-mail: <a href="mailto:customerrelationship@kraheja.com">customerrelationship@kraheja.com</a> Pune, Hyderabad, Bangalore, Mumbai Region</p> <p>2. Name: Ms. Pragati Mehra Contact: 022 26564198 E-mail: <a href="mailto:pmehra@kraheja.com">pmehra@kraheja.com</a> Mumbai Region</p>

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		<p>3. Name: Mr. Yash Lakhani Contact :020 -66831060 E-mail: <a href="mailto:ylakhani@kraheja.com">ylakhani@kraheja.com</a> Pune, Hyderabad, Bangalore Region</p> <p>4. Name: Ms. Anjali Koppikar Contact: 022 26564990 E-mail: <a href="mailto:akoppikar@kraheja.com">akoppikar@kraheja.com</a> Pune, Hyderabad, Bangalore, Mumbai Region</p>
Employees	HR	<a href="mailto:wecare@kraheja.com">wecare@kraheja.com</a>
Value Chain Partners (Suppliers, Vendors and Contractors)	Procurement	<a href="mailto:compliancekrcrepl@kraheja.com">compliancekrcrepl@kraheja.com</a>
Community	Sustainability Lead	<a href="mailto:compliancekrcrepl@kraheja.com">compliancekrcrepl@kraheja.com</a>
Government Authority	Legal	<a href="mailto:compliancekrcrepl@kraheja.com">compliancekrcrepl@kraheja.com</a>

## Grievance Redressal Timeframe

1. The Entity's grievance redressal committee will send an acknowledgment letter/email to the concerned stakeholder/s within 3 days upon receiving a complaint.
  - The complaint is usually resolved within 25 days.
  - Unresolved complaints will be forwarded to the respective channels designed to handle grievances within different categories.
2. These channels will acknowledge and resolve the complaint within the next 25 days from the receipt of the complaint.
3. All grievances received will receive a final decision from the Entity within a specified Turn Around Time (TAT) of 30 days.
4. If there is a delay in meeting these timelines, the stakeholder will be duly informed.

## Grievance Redressal Process

### 1. Acknowledgement of complaints

- Every complaint must receive acknowledgment.
  - A written acknowledgment must be sent to the complainant within 3 days upon receiving the grievance.
  - The acknowledgment must include the name and designation of the officer responsible for handling the grievance.
- The above grievance redressal mechanism is in addition to processes, if any, implemented as per regulatory requirements.

### 2. Resolution of complaints

- The Entity shall strive to address complaints within 25 days of receipt.
- Where complaints require longer time to resolve (beyond 30 days), the stakeholder/s shall be communicated so.
- Resolution of complaint shall be communicated to the stakeholder.

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### 3. Escalations

A structured escalation matrix will be available for stakeholders who seek a review of the resolution when dissatisfied. The Entity will establish and implement a process to support this escalation matrix.

### 4. Closure & Review

Complaints will be systematically tracked and monitored for prompt resolution. Feedback will be solicited to gauge stakeholder satisfaction with the resolution.

### 5. Stakeholder Feedback

The Entity will conduct regular stakeholder surveys, such as Employee Satisfaction Survey (ESS), Customer Satisfaction (CSAT), Investor Feedback, etc., to gather and analyze stakeholder feedback effectively.

### 6. Escalation Matrix

- The Grievance Redressal Machinery operates across all operational tiers.
- At the branch or micro-unit level, one senior-level officer designated as Manager will handle grievances.
- At the regional office, one senior-level officer designated as Senior Manager or above will address grievances.
- At the head office level, one officer ranked National Head or above will manage grievances.
- A dedicated email address, [customerrelationship@kraheja.com](mailto:customerrelationship@kraheja.com) enables policy holders to put forth their complaints.

## Review & Governance

This Policy shall be reviewed periodically for its suitability and updated as necessary, as per Applicable Laws.

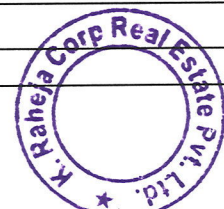
## Amendment

This Policy shall stand amended to the extent of any change in Applicable Law, including any amendment to the Real Estate regulations, without any action from the Entity. The Board of Directors of the Entity reserves the right to amend or modify this Policy in whole or in part, as required.

Complaint form			
Name of complainant / (Company if applicable):			
Complainant Contact details			
Phone Number:		Email Address	
Preferred Contact Method:			
<input type="checkbox"/>	Telephone	<input type="checkbox"/>	Email

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Regd. Off. : Raheja Tower, Plot No.C-30, Block 'G', Next to Bank of Baroda, Bandra Kurla Complex, Bandra (E), Mumbai - 400 051.  
Phone : +91-22-2656 4000 Fax : +91-22-2656 4004 Website : [www.krahejacorp.com](http://www.krahejacorp.com)



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Nature of complaint – please tick.  Customer Suppliers  Partners	Employees  Communities Contractors  Media
Date:	Time:
Supporting Documents Attached?	Yes      No      (Tick Mark)
Please provide details of your grievance / complaint	
What outcome are you seeking?	
Additional Information	

Approved at the meeting of Board of Directors of K Raheja Corp Real Estate Private Limited held on 29.05.2024.

For and on behalf of K Raheja Corp Real Estate Private Limited

**Ramesh Ranganathan**  
Director  
DIN: 03118598



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