

GRIEVANCE REDRESSAL MECHANISM

For timely and proper redressal of complaints with reference to Business Responsibility (BR) /Policies in line with the “National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business”, JSW Holdings Limited has the following mechanism:

JSW Holdings Limited has appointed Mr. Sanjay Gupta as Designated Person for the redressal of grievances.

Stakeholders can approach at:

JSW CENTRE,

Bandra Kurla Complex,

Bandra (East),

Mumbai - 400 051

and also, through the designated email id: grievance.jswhl@jsw.in

- A stakeholder can make a written complaint through letter or e-mail.
- The Company maintains a stakeholder grievance register in which full detail of every written complaint is entered.
- The Designated Person shall access the stakeholder grievances email ID on a daily basis to establish whether any new complaint has been lodged or not.
- The full detail of the written complaint would be passed to the concerned department.
- A letter or mail would be written by Designated Person to the stakeholder/s who has/have submitted the written complaint, acknowledging receipt of the complaint.
- The Designated Person will obtain all information available on the complaint considered necessary for an investigation.
- The Designated Person will look into all the necessary information and resolve the same as soon as possible.
- The endeavour is to resolve the stakeholder complaint within 21 days of the receipt of the same, except when the issue requires more time.
- The Designated Person shall review the stakeholder complaint register on fortnightly basis to find out whether complaint has been resolved within time or not.
- A complaint (where the response does not settle the issue) must be referred to the Committee / Board of the Company.
- The Designated Person shall report quarterly on the grievances to the Committee / Board with complete details as Name of the complainant, Nature of the complaint, Date of receipt of the complaint and status on resolving the same. For grievances remaining unresolved for a period of more than 21 days from the date of receipt, the Designated Person shall provide a reason to the Committee of the Board.

Sd/-

Mr. Manoj Kr. Mohta

Whole-time Director, CEO & CFO

JSW Holdings Limited

Date: May 25, 2023