Farmjunction Marketing Private Limited

External Grievance Redressal Policy

Document Name	External Grievance Redressal Policy
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1. INTRODUCTION

At **Farmjunction Marketing Private Limited** (the "Company" or "FMPL"), we are committed to conducting our business with transparency, accountability, and integrity. We recognize the importance of an effective grievance redressal mechanism to address concerns raised by our stakeholders, including regulators, investors, shareholders, customers, business partners, and local communities.

This External Grievance Redressal Policy (the "Policy") establishes a fair, transparent, and timely framework for receipt, assessment, and resolution of grievances raised by external stakeholders. The Policy aligns with the Company's Environmental, Social, and Governance ("ESG") commitments, particularly under the Social and Governance pillars, and by promoting responsible business practices, stakeholder engagement, and respect for human rights.

This Policy has been formulated in accordance with the Company's governance framework and applicable laws and regulations. Through this Policy, the Company aims to ensure that grievances raised by external stakeholders are addressed promptly, fairly, impartially, and in a confident manner, thereby fostering trust, enhancing accountability, and supporting the Company's long-term sustainability objectives.

2. APPLICABILITY

This Policy is applicable across all operations of the Company and its subsidiaries (collectively referred to as the "FMPL Group").

The Policy shall apply across all business functions, offices, projects, and operational locations of the FMPL Group, to the extent applicable. It governs grievances raised by external stakeholders in relation to the FMPL Group's business activities, products, services, operations, or conduct.

3. OBJECTIVE

The objectives of this policy are to:

a) Establish a structured, fair, transparent, and timely framework for the receipt, assessment, and resolution of stakeholder grievances.

b) Ensure that the grievance redressal mechanism is accessible, user-friendly, and available to all stakeholders.

c) Promote an impartial, consistent, and transparent grievance resolution process.

d) Identify recurring or systemic issues giving rise to grievances and implement appropriate corrective and preventive measures.

e) Foster stakeholder trust, strengthen stakeholder relationships, and enhance the FMPL Group's operational performance, corporate governance, and ESG commitments.

4. SCOPE

This Policy applies to grievances raised by the Company's external stakeholders, including but not limited to its regulators, investors, shareholders, customers, vendor, suppliers, service providers, business partners, members of the General public and local community.

The Company also encourages its business partners, contractors, suppliers, and other stakeholders within its value chain to adhere to the principles and standards set out in this Policy.

Grievances covered under this Policy may include, but are not limited to:

a) Contractual disputes, including non-performance, delays, or non-fulfilment of contractual obligations.
b) Deficiencies in the quality or performance of products or services.
c) Delays in the delivery of products, provision of services, or responses to stakeholder communications.
d) Payment-related disputes, pricing concerns, invoicing issues, or non-compliance with agreed contractual terms.
e) Environmental or social concerns, including pollution, nuisance, community impacts, workplace safety, or labour welfare issues.
f) Discrimination, harassment, misconduct, or unfair treatment by the FMPL Group, its employees, agents, contractors, or other authorized representatives.
g) Actual or suspected violations of applicable laws, regulations, ethical standards, or the FMPL Group's policies and codes of conduct.
h) Health or safety concerns arising from the Company's products, services, or business operations.
i) Misrepresentation, misleading information, or inadequate disclosure relating to products or services.
j) Actual or perceived adverse impacts arising from the FMPL Group's business operations.
k) ESG-related concerns, including climate change, carbon emissions, biodiversity, responsible sourcing, supply chain practices, product stewardship, human rights, data privacy, cybersecurity, or other sustainability-related matters.

Exceptions / Exclusions

The following matters are outside the scope of this Policy:

a) Grievances that have been finally adjudicated or resolved through judicial proceedings, arbitration, mediation, or any other statutory dispute resolution mechanism, unless otherwise required by applicable law.
b) Grievances relating to matters that fall outside the FMPL Group's control, responsibility, or sphere of influence.
c) Anonymous or insufficiently detailed grievances that cannot reasonably be investigated, provided that reasonable efforts have been made to obtain the necessary information.
d) Employee grievances, including complaints relating to employment terms, workplace issues, or disciplinary matters, which shall be addressed through the Company's internal grievance redressal mechanism.
e) Complaints relating to sexual harassment at the workplace, which shall be governed exclusively by the Company's Prevention of Sexual Harassment ("POSH") Policy and applicable law.
f) Any other grievance or complaint that is required to be addressed under a separate statutory or internal policy or grievance redressal mechanism of the FMPL Group.

5. GUIDING PRINCIPLES

The Company shall administer this Policy in accordance with the following principles:

a) **Transparency**: The grievance process shall be fair, transparent, and supported by clear procedures, defined timelines, and appropriate communication on grievance status and outcomes.

b) **Accessibility**: Stakeholders may submit grievances through multiple accessible channels, including written submissions, email, telephone, in person, or online, at minimal or no cost and, where practicable, in relevant local languages.

c) **Acknowledgment**: All grievances shall be acknowledged promptly upon receipt.

d) **Time-bound Resolution**: Grievances shall be assessed and resolved fairly and within the prescribed turnaround timelines, considering their nature and complexity.

e) **Non-Retaliation**: No stakeholder shall face retaliation, discrimination, or adverse action for raising a grievance in good faith. This protection extends to the employees of suppliers, contractors, and other business partners.

f) **Confidentiality & Anonymity:** Grievances shall be handled confidentially to the extent permitted by law. Anonymous grievances may also be submitted and shall be considered where sufficient information is available for investigation.

6. CHANNELS FOR LODGING GRIEVANCES

Stakeholders may raise grievances through any of the following channels:

Channel	Detail
Email	grievance@tractorjunction.com
Registered Post	Company Secretary, Farmjunction Marketing Private Limited, 3rd Floor, Tower 23, A23, Block A, Sector 9, Noida, Uttar Pradesh 201301
Company Website	Dedicated 'Stakeholder Grievance' section on the Company's website.
Registered post to the Grievance Redress Officer	Name: Himanshi Mittal Contact No. 9773313082 Email: grievance@tractorjunction.com Address: Plot No. 09, N.E.B., Subhash Nagar, Alwar, Rajasthan-301001
In-person	At the registered office or any designated branch office during business hours

All grievances should, wherever possible, include the complainant's name and contact details, the nature of the grievance, relevant supporting documents (if any), and the relief sought. Anonymous grievances may also be submitted in accordance with this Policy.

7. GRIEVANCE REDRESSAL MECHANISM

Sr. No.	Stage	Action	Timelines
1	**Receipt of Grievance**	Grievance be received and recorded in centralized register with unique reference number	Within 1 working day

2	**Acknowledgment**	Acknowledgment sent to complainant with reference number and expected resolution timeline	Within 2 working days
3	**Assessment and Investigation**	Concerned department to review the grievance, gather relevant information, examines facts, and conduct necessary investigation	Within 7–15 working days*
4	**Resolution & Response**	Resolution/response communicated to the complainant	Within 15–30 working days*
5	**Closure**	Grievance closed in register upon resolution and communication to complainant or lapse of response window	As applicable
6	**Escalation**	Where the complainant remains dissatisfied, the grievance may be escalated in accordance with the escalation process set out below.	Within 7 days of the response

The timelines are indicative and may be extended where the nature or complexity of grievance reasonably requires additional investigation. The complainant shall be informed of any material delay.

8. ESCALATION AND REVIEW PROCESS

a) If the complainant is dissatisfied with the resolution, they may submit a written request for escalation within 30 working days from the date of receipt of the Company's response.

b) Upon receipt of the escalation, the grievance shall be reviewed by the officer designated by the Company for this purpose, who shall independently reassess the grievance and communicate the outcome within 15 working days.

c) Where the grievance involves significant legal, regulatory, financial, reputational, or ESG-related matters, or where it remains unresolved, it may be escalated to the Board of Directors for final review and appropriate directions.

9. APPEAL

a) If the complainant remains dissatisfied with the outcome of the grievance review, they may may submit a written appeal within 30 days from the date of receipt of the review decision.

b) The designated authority shall independently review the grievance, including any additional information or evidence submitted by the complainant, and may seek further clarification, if required.

c) The designated authority shall communicate its decision, along with the reasons thereof, within 15 working days of receipt of the appeal or such extended period as may reasonably be required, with due intimation to the complainant. Upon review the case will be re-evaluated, and if warranted, appropriate corrective actions including policy amendments and additional training, if required, shall be implemented for final resolution and closure.

d) The final decision will be communicated to the complainant along with reasons.

10. RECORD KEEPING

The Company shall maintain a centralized record of all grievances, including details of receipt, investigation, actions taken, resolution, and closure. Such records shall be retained in accordance the applicable laws, and access shall be restricted to authorized personnel.

11. DATA PRIVACY AND CONFIDENTIALITY

Company shall process all personal data collected under this Policy solely for the purpose of grievance redressal and in accordance with the applicable laws, and the Company's privacy and information security policies. All grievance-related information shall be treated as confidential and disclosed only on a need-to-know basis or where required by law.

12. REVIEW

The policy will be reviewed periodically to ensure its effectiveness and relevance. Any necessary improvements will be made based on feedback received from stakeholders and changes in the external environment.