

GRIEVANCE REPORTING

The process for receiving, registering/recording, and reviewing grievances is outlined as follows:

The concepts of social risk management and social license to operate have become essential components of conducting business in emerging markets. These aspects of a company's social and environmental strategy can be effectively achieved through robust stakeholder engagement, which involves active participation and feedback from those communities impacted by the company's operations. A crucial element of this engagement process is a system for addressing the concerns and grievances of affected communities, known as community consultation and grievance management. This mechanism plays a vital role, as it fosters collaboration between companies and communities, enabling them to identify challenges and work together to find solutions.

Who will use a Project-level Grievance mechanism?

The grievance mechanism is centered on the needs of affected communities, recognizing that they may be directly, and in some cases significantly, impacted by project operations, yet often lack the means or capacity to voice their concerns through formal channels. This is particularly true for marginalized groups within these communities. The company's grievance mechanism offers an accessible platform for communities to raise issues related to the company's activities—quickly, directly, and at no cost to the complainants. However, any telephone or internet usage charges incurred while registering a complaint or grievance shall be the responsibility of the complainant.

Where to Register Your Grievance / Suggestion?

- Company Website: <https://www.kvggn.in>
- Email: info@kvggn.in
- Grievance cell Phone Number: 9408299368

Write to Postal Address:

Grievance cell

911 Sanket heights Akshar Chowk, Muj Mahuda, Vadodara, Gujarat 390020

- Can get Grievance reporting form at all site offices- Hand over to KVGGNs' Site Manager
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