

STEAMHOUSE INDIA LIMITED

(FORMERLY KNOWN AS ANKLESHWAR ECO ENERGY LIMITED)

CONTACT NO. : +91 9099512222

CIN: U40300GJ2015PLC083493

Email Id: compliance1@steamhouse.in



GREVIANCE HANDLING PROTOCOL

STEAMHOUSE INDIA LIMITED

POLICY EFFECTIVE FROM 14th November, 2022

REGISTERED OFFICE: PLOT NO.8108/1, ROAD NO. 2, G.I.D.C., SACHIN, SURAT - 394230

STEAMHOUSE INDIA LIMITED

(FORMERLY KNOWN AS ANKLESHWAR ECO ENERGY LIMITED)

CONTACT NO. : +91 9099512222

CIN: U40300GJ2015PLC083493

Email Id: compliance1@steamhouse.in

TABLE OF CONTENTS

Table of Contents

1. INTRODUCTION.....	3
2. SCOPE.....	3
3. DEFINITIONS.....	3
4. GRIEVANCE REPORTING CHANNEL.....	4
5. ROLES AND RESPONSIBILITIES.....	4
6. GRIEVANCE MECHANISM PROCESS.....	6
7. STORING OF GRIEVANCES.....	8
ANNEXURE A : COPY OF THE GRIEVANCE LETTER.....	9
ANNEXURE B : COPY OF AN GRIEVANCE EMAIL.....	10
ANNEXURE C : COMPLAINT REGISTER.....	11

STEAMHOUSE INDIA LIMITED

(FORMERLY KNOWN AS ANKLESHWAR ECO ENERGY LIMITED)

CONTACT NO. : +91 9099512222

CIN: U40300GJ2015PLC083493

Email Id: compliance1@steamhouse.in

1. INTRODUCTION

The grievance process, outlined in the document, provides an avenue for stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between external stakeholders.

2. SCOPE

The grievance mechanism procedure applies to all internal and external stakeholders of our operations.

3. DEFINITIONS

Grievance	An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants addressed by the company in a formal manner.
Grievance Handling Protocol	A way to accept assesses and resolve community complaints concerning the performance or behaviour of the company, its contractors, or employees. This includes adverse economic, environmental and social impacts.
Internal Stakeholders	Groups or individuals within a business who work directly within the business, such as employees and contractors.
External Stakeholders	Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some way from the decisions of the business, such as customers, suppliers, community, NGOs and the government.

STEAMHOUSE INDIA LIMITED

(FORMERLY KNOWN AS ANKLESHWAR ECO ENERGY LIMITED)

CONTACT NO. : +91 9099512222

CIN: U40300GJ2015PLC083493

Email Id: compliance1@steamhouse.in

4. GRIEVANCE REPORTING CHANNEL

The HR Department shall communicate this procedure to the internal and external stakeholders to raise awareness and offer transparency of how stakeholders can voice their grievances. Stakeholders may vocalise their concerns to

Stakeholders can connect with the Public Relations Officer

Email

Mr. Lalan Kumar Yadav (Grievance Officer)

publicrelations@steamhouse.in

5. ROLES AND RESPONSIBILITIES

Role/ Position Title	Responsibility
Grievance Committee (Team Comprises of HR Head, Grievance Officer and Purchase Head)	<ul style="list-style-type: none">Employee investigating the grievance and liaising with the external stakeholder/s.Developing resolutions and actions to rectify any issues.Follow up and track progress of grievance.
Stakeholder Contact Officer (Grievance Officer)	<ul style="list-style-type: none">Receive grievances and forward to Grievance Committee.Makes sure the grievance mechanism procedure is being adhered to and followed correctly.Maintains grievance register and monitor any correspondence.Monitor grievances/trends over time and report findings to the Committee.

REGISTERED OFFICE: PLOT NO.8108/1, ROAD NO. 2, G.I.D.C., SACHIN, SURAT - 394230

STEAMHOUSE INDIA LIMITED

(FORMERLY KNOWN AS ANKLESHWAR ECO ENERGY LIMITED)

CONTACT NO. : +91 9099512222

CIN: U40300GJ2015PLC083493

Email Id: compliance1@steamhouse.in

	<ul style="list-style-type: none">• Document any interactions with external stakeholders.
Employees (Legal Officer, HOD Finance and CS)	<ul style="list-style-type: none">• Receive grievances in person.• Report grievance to the Stakeholder Contact Officer by lodging the Grievance Lodgment Form.• May provide information and assistance in developing a response and close out of a grievance.

STEAMHOUSE INDIA LIMITED

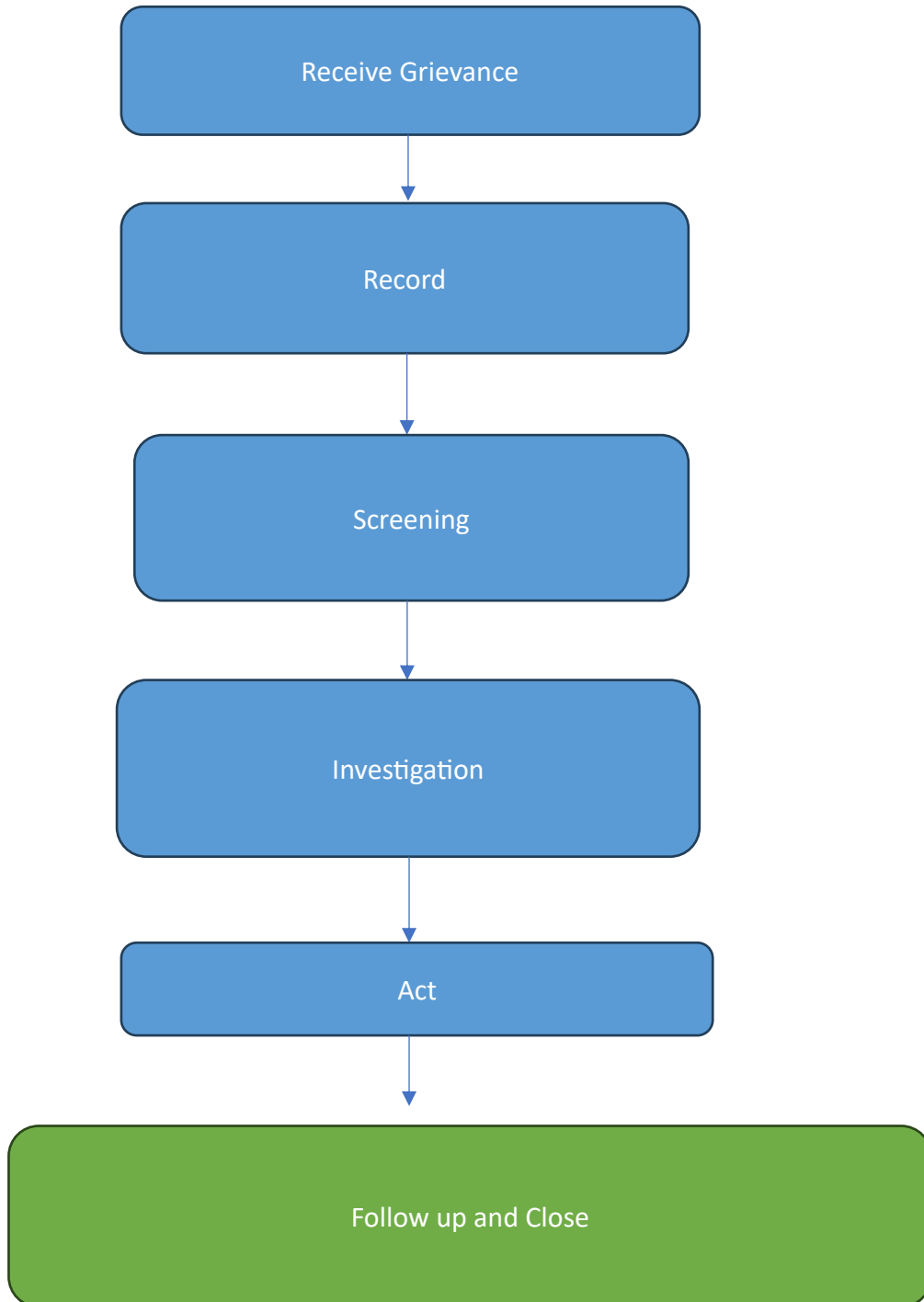
(FORMERLY KNOWN AS ANKLESHWAR ECO ENERGY LIMITED)

CONTACT NO. : +91 9099512222

CIN: U40300GJ2015PLC083493

Email Id: compliance1@steamhouse.in

6. GRIEVANCE MECHANISM PROCESS



STEAMHOUSE INDIA LIMITED

(FORMERLY KNOWN AS ANKLESHWAR ECO ENERGY LIMITED)

CONTACT NO. : +91 9099512222

CIN: U40300GJ2015PLC083493

Email Id: compliance1@steamhouse.in

In most of the cases, the Grievance Officer receives a complaint by an email or a letter. In case of internal stakeholders such as employees or workers, a complaint is received in the form of a letter, an email or by verbal representation to the Grievance Officer.

In case of External Stakeholders, complaints from customers are received by email or letters.

A copy of a grievance letter is annexed as Annexure A. A copy of an email containing a grievance from our customer is addressed as Annexure B.

Fortunately, the company has not received any grievance from NGOs till date. Grievances from the Government are mostly received in the form of a show cause notice or in the form of emails or letters.

The stakeholder contact officer will review the grievance form and process the grievance in accordance to this procedure.

a. Record

All formal grievances will be logged in the Grievance Register and Grievance Lodgment Forms will be saved in record of correspondence.

b. Acknowledge

A grievance will be acknowledged, by the grievance owner, within five working days of a grievance being submitted.

c. Investigate

The Stakeholder officer along with the employees is responsible for investigating the grievance. The investigation may require the team to make site visits, consult employees, contact external stakeholders and complete other activities. Records of meetings, discussions and activities all need to be recorded during the investigation. Information gathered during the investigation will be analyzed and will assist in determining how the grievance is handled and what steps need to be taken in order to resolve the grievance.

REGISTERED OFFICE: PLOT NO.8108/1, ROAD NO. 2, G.I.D.C., SACHIN, SURAT - 394230

STEAMHOUSE INDIA LIMITED

(FORMERLY KNOWN AS ANKLESHWAR ECO ENERGY LIMITED)

CONTACT NO. : +91 9099512222

CIN: U40300GJ2015PLC083493

Email Id: compliance1@steamhouse.in

d. Act

Following the investigation, the Stakeholder officer will use the findings to create an action plan outlining steps to be taken in order to resolve the grievance. The Stakeholder officer is responsible for assigning actions, monitoring actions undertaken and making sure deadlines are adhered to. Once all actions have been completed and the team feels the grievance has been resolved, they will then formally advise the external stakeholder via their preferred method of contact.

e. Follow up and close out

The Stakeholder officer will make contact with the external stakeholder/s three weeks after the grievance is resolved. When contacting the external stakeholder the stakeholder officer will verify that the outcome was satisfied and also gather any feedback on the grievance process.

7. STORING OF GRIEVANCES

All records, including grievance forms, investigation notes, interviews and minutes of meetings will be securely filed and confidentiality is maintained for all parties involved.

STEAMHOUSE INDIA LIMITED

(FORMERLY KNOWN AS ANKLESHWAR ECO ENERGY LIMITED)

CONTACT NO. : +91 9099512222

CIN: U40300GJ2015PLC083493

Email Id: compliance1@steamhouse.in

ANNEXURE A : COPY OF THE GRIEVANCE LETTER



Date :- 07.06.2023

To,

Steamhouse India Ltd.

8108/1, Road no.2,

G.I.D.C, Sachin, Surat

Subject :- Review of the price factor.

Dear Sir, We are Regular user of your Steam. We using Approximate 9 to 15 ton per day. As we come to know that the price of coal has been reduce. Our industries is the Textile Industries (not a Chemical). And it is difficult to survival with the present Steam rate.

Therefore we here by Request you to Review and Reduce the price of Steam.

Thanking, your faithfully

ANGARIKA DIGI TEX PVT. LTD.


DIRECTOR

Parash Parekh
9825141032

Angarika Digtex Pvt. Ltd.

Plot No. 352-353, Road No. 82-C, Opp. Vimlon Mill, G.I.D.C. Sachin, Surat - 394 230 (Gujarat) - India.
E-mail : angarikadigtex9711@gmail.com | www.angarika.in | M. : +91 75748 45854 / +91 75748 45852

REGISTERED OFFICE: PLOT NO.8108/1, ROAD NO. 2, G.I.D.C., SACHIN, SURAT - 394230

STEAMHOUSE INDIA LIMITED

(FORMERLY KNOWN AS ANKLESHWAR ECO ENERGY LIMITED)

CONTACT NO. : +91 9099512222

CIN: U40300GJ2015PLC083493

Email Id: compliance1@steamhouse.in

ANNEXURE B : COPY OF AN GRIEVANCE EMAIL



Ami Organics Limited

CIN No. : L24100GJ2007PLC051093

Registered Office :- Plot No. 440/4, 5 & 6, Road No. 82/A, G.I.D.C. Sachin, Surat - 394230, Dist. Surat, Gujarat, India.

To,
Officer
Steam House, Sachin.

Date: -18/07/2023

Subject: - Issue related to steam pressure at Ami Organics Ltd premises.

Respected Sir/Mam,

With due respect, Ami organics Ltd, customer code: - **CU00022**, would like to inform you about the problem we're facing related to steam receiving at Ami Organics Ltd premises.

We have observed from the last one month the steam which we're receiving at Ami Organics Ltd premises is not getting as per the requirement i.e. not getting required steam pressure or less than 8 kg from steam house from last 1 month or more (As per agreement point 3.6).

"As per the agreement, the steam supply at deliver end is from 8 kg to 17.5 kg."

Due to not receiving required steam pressure the production has been affected acutely.

We have already visited to steam house office for the complaint and the officer (Mitali Mam) has assured that the problem will be rectified but yet the problem has not resolved.

So, we're requesting to look into this matter or we would take firm action for the loss.

Thanks for your consideration.

Yogendra Chauhan
Ami Organics Ltd.

STEAMHOUSE INDIA LIMITED

(FORMERLY KNOWN AS ANKLESHWAR ECO ENERGY LIMITED)

CONTACT NO. : +91 9099512222

CIN: U40300GJ2015PLC083493

Email Id: compliance1@steamhouse.in

ANNEXURE C : COMPLAINT REGISTER

Complaint Register FY 2022-23							
Date	Employee Name	Employee Code	Nature	Status	Resolution Remarks	Employee Signature	HR Signature
30/06/22	Chirag Modi	SH018	Malfunctioning of AC	Resolved	Ac was repaired		
17/08/22	Akshay Patel	SH017	Printer not working	Resolved	Printer was serviced		
28/08/22	Milan Hadiya	SH022	Slow Wifi	Resolved	Wifi connectivity was restored		
08/10/22	Shradha Bhattar	SH002	Uncomfortable Chair	Resolved	Chair was replaced		
09/10/22	Akshay Jain	SH063	Punch-in and Punch-out	Resolved	There was a glitch in software, it was rectified.		
15/10/22	Shyam Kapadia	SH037	Work-life balance issues	Resolved	Second and Fourth Saturday were declared holidays		
01/11/22	Shruti Pandey	SH036	Difficulty in Parking	Resolved	Allotted a specified place for parking the car		
13/11/22	Sachin More	SH044	Punch-in and Punch-out	Resolved	There was a glitch in software, it was rectified.		
05/12/22	Latesh Korat	SH032	Malfunctioning of Vending Machine	Resolved	Vending Machine was repaired		
13/12/22	Vidhi Shah	SH038	Bad Odour	Resolved	There was a dead rat in the Accounts room, was removed		
25/12/22	Hitisha Barot	SH005	Delayed IT Support	Resolved	It was informed to the IT head and it was taken care of.		
01/01/23	Hemang Patel	SH011	Issue with Food Quality and Service in the Cafeteria	Resolved	Food inspection was done. Nothing was found		

FOR STEAMHOUSE INDIA LIMITED

DIRECTOR/AUTH. SIGN.

REGISTERED OFFICE: PLOT NO.8108/1, ROAD NO. 2, G.I.D.C., SACHIN, SURAT - 394230