

# KILBURN OFFICE AUTOMATION LIMITED

CIN: L27106WB1980PLC033140

Registered Office: VASUNDHARA BUILDING,  
2<sup>nd</sup> Floor Space No.5 And 6, 2/7, Sarat Bose Road,  
Kolkata – 700017, West Bengal  
www.kilburnoffice.in

## STAKEHOLDER GRIEVANCE REDRESSAL POLICY

The Grievance Redressal Policy Outlines the process for stakeholders and for the community to express in a productive manner, ensuring that their perspective is understood and the issue is resolved efficiently, preventing any potential conflicts or miscommunications.

Kilburn promotes a positive and harmonious work environment by encouraging everyone to communicate their grievances openly.

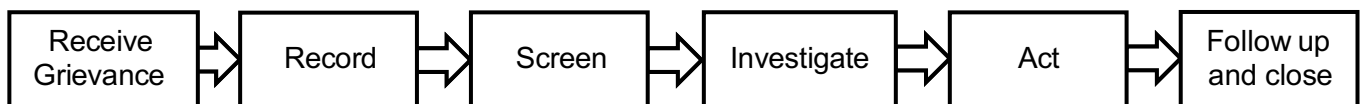
### SCOPE

This mechanism applies to all external stakeholders and the communities around our operations.

### REPORTING CHANELS

Kilburn will communicate this procedure to its external stakeholder to raise awareness and offer transparency of how they can voice their grievances.

### Grievance Redressal Process



The **Grievance lodgement form** is attached as Annex.

### APPEAL

If the external stakeholder is unhappy with the resolution and/ or does not agree with the proposed actions, the matter can be escalated to the Grievance Committee. The committee will review the grievance and determine whether further action is required.

Company is fully committed to resolving an external stakeholder's grievance so if Company is unable to resolve a complaint or a stakeholder is unhappy with the outcome, Company may seek advice from other independent parties.

This policy shall be reviewed periodically and may be amended by the Board of Directors of Kilburn Office Automation Limited, subject to applicable law.

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## Grievance Lodgement Form

<b>Name:</b>	
<b>Company (if applicable):</b>	
<b>Date:</b>	<b>Time:</b>
<b>Preferred Contact Method:</b>	<b>Please provide contact details:</b>
Telephone/ Email/Correspondence	
<b>Supporting documents Attached?</b>	Yes                      No                      (Tick Mark)
<b>Please provide details of your grievance</b>	
<b>What outcome are you seeking?</b>	
<b>Additional Information</b>	

### For Office Use Only

<b>Stakeholder Reference</b>	
NGO	Government – State or Local
Neighbour communities	Contractor
Political Party/Person	Consultant
Other	
Comment:	

Claimant Signature: ..... Date: .....

Company Signature: ..... Date: .....