

INDIAN RAILWAY FINANCE CORPORATION LIMITED

INTEGRATED STAKEHOLDER GRIEVANCE REDRESSAL DOCUMENT

Approved on	15.10.2025
First Revision on	09.03.2026

1. Foreword

IRFC Limited is committed towards implementing effective stakeholder grievance redressal mechanisms. The objective of this framework is to establish a structured and equitable procedure through which both internal and external stakeholders can voice and address their grievances, concerns, and complaints about the activities of IRFC Limited.

We are committed to addressing all grievances promptly, with fairness and impartiality. We will also ensure that our grievance resolution process remains readily accessible to all parties involved.

This Framework extends to internal stakeholders, encompassing employees and contractual staff employed directly within the organization as well as our external stakeholders including investors, shareholders, lenders, customers, partners along the value chain, communities etc.

2. Grievance redressal channels and process:

Stakeholders are encouraged to register their concerns using the provided communication channels, which include email, telephone, online system or written correspondence. The grievance redressal channels, procedure and timelines, currently in practice for each stakeholder group are tabulated as under:

S. No.	Stakeholder Group	Grievance redressal process and timelines	Grievance Redressal Channel
1	Shareholders	The Company has established a mechanism i.e., support service from the respective Registrars, in-house investor cell and direct supervision by the Stakeholder Relationship Committee (SRC). The time lines as defined by SEBI.	E-mail: investors@irfc.co.in Tel: 011-24361480
2	Bonds	The Company has established a mechanism i.e., support service from the respective Registrars, in-house investor cell and direct supervision by the SRC	E-mail:irfcbonds2@irfc.co.in Tel: 011-24361480
3	54 EC Bonds	The Company has established a mechanism i.e., support service from the respective Registrars & in-house investor cell	E-mail: 54ecbonds@irfc.co.in Tel: 011-24361480
4	Contractors/ Suppliers	As per bidding platform/RFP details	Pre award activity: Bid inviting authority as per RFP Post award activity: Project In charge
5	Employees	Available in IRFC Intranet	HR Officer

6	Community	CPGRAMS-Home (pgportal.gov.in)	Online system: https://pgportal.gov.in/Home/LodgeGrievance

In cases where additional time is necessary to resolve, stakeholders will be promptly informed of the reasons for the delay and furnished with anticipated timelines.

3. Escalation/appeal process

In case a stakeholder finds the resolution provided unsatisfactory, they may escalate their grievance to the next level using the following escalation matrix:

S.No.	Stakeholder	Level 1 - Contact details	Level 2 – Contact details	Level 3 – Contact details
1	Shareholders	Ms. Varsha Jain, Manager (CS) Email: investors@irfc.co.in	Shri Vijay Shirode Company Secretary & Compliance Officer Email: cs@irfc.co.in	
2	Bonds	Ms. Nithya Varadharajan, Dy.GM (Finance) Email: nithya@irfc.co.in	Shri Sachin Jain, Jt.GM (Finance) Email: sachin.jain@irfc.co.in	Ms. Rakhi Dua, Sr. GM (Finance) Email: rakhi.dua@irfc.co.in
3	54 EC Bonds	Shri Aman Jain, Manager (Finance) Email: aman.jain@irfc.co.in	Shri Anup Dubey, Jt.GM (Finance) Email: anup.dubey@irfc.co.in	Shri P.K. Ojha, Sr. GM (Finance) Email: pk.ojha@irfc.co.in
4	Employees	Head of the Department (HoD)	IRFC Employee Grievance Redressal Mechanism	CMD, IRFC
5	Community	Nodal Appellate Authority		
6	Customers	Appellate Authority (If the complaint / dispute is not redressed within a period of one month: General Manager Department of Supervision (DoS) Reserve Bank of India, 6, Sansad Marg, New Delhi -110 001 Telephone No.: 011-23714456		
7	Contracts/ Suppliers	As per bidding platform/ RFP details		

This document may be reviewed by the Board from time to time and amended if required, including in view of changes in the regulatory environment, if any.

The Chairman & Managing Director is authorized to carry out minor modifications in this policy and to approve such changes, as may be required in order to comply with the applicable / amended provisions of law or to comply with any direction, circular etc. issued by the Regulator(s); and to settle any issue with respect to interpretation of this policy.

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