



## **MRF'S MECHANISM FOR GRIEVANCE REDRESSAL**

Stakeholders may raise any grievances, concerns or queries in writing addressed to the below-mentioned officers by email or post.

It would be our attempt to make a genuine effort to understand the stakeholder's concerns and grievances and take steps to resolve them appropriately. While doing so, care would be taken to balance the interest of the Company, the particular stakeholder group and also the interest of other stakeholder groups.

### **1. Customers/Dealers**

The person responsible in Marketing for handling any complaints / grievances from Retail Customers, Dealers and Institutional Customers will be Corporate Manager-Product Support. He will ensure that the complaint / grievance is routed to the correct person within Marketing for it to be correctly handled. The complaints may come through the E Mail ID "write2us@mrftyres.com" or may be addressed to Corporate Office - MRF Limited, New No. 114 (Old No. 124), Greams Road, Chennai 600 006. Tel. No.: 044 28292777 / 42142222. Any grievances about the operations of the Sales Offices/depots of MRF Limited may also be addressed to the above Email ID / Postal Address.

### **2. Shareholders and debentureholders**

The person responsible for handling any complaints / grievances from Shareholders and debenture holders will be Company Secretary, MRF Limited, New No. 114 (Old No. 124), Greams Road, Chennai 600 006 Email id: mrfshare@mrffmail.com.

### **3. Suppliers/Vendors**

- 1) In case of grievances, Vendors can address their grievances to the Purchase In-charge handling the Vendor's Account.
- 2) In case the grievance remains unaddressed, it may be escalated to the Vice President – Materials, MRF Limited, New No. 114 (Old No. 124), Greams Road, Chennai 600 006. Email id: purchasehead@mrffmail.com

### **4. Offices of the Company (other than Plants)**

The person responsible in Human Resources & Services for handling any complaints / grievances from employees/community will be Head of Human Resources & Services, MRF Limited, New No. 114 (Old No. 124), Greams Road, Chennai 600 006 Email id: hrshead@mrffmail.com

### **5. Plants**

Grievances can be addressed to the respective Plant Heads of the factories as detailed below:-

- a) Plant Head – Ankenpally. Postal Address: MRF Limited, P.B. No. 2, Sadasivapet - 502 291, Sangareddy District, Telangana. Email id: plantheadapl@mrffmail.com
- b) Plant Head – Arkonam. Postal Address: MRF Limited, Arkonam-Tiruttani Road, Ichiputhur-Arkonam - 631 003, Vellore Dist., Tamilnadu. Email id: plantheadark@mrffmail.com

- c) Plant Head – Dahej. Postal Address: MRF Limited, Plot No. D-II-16, Dahej Industrial Area, Galenda Village, Taluka-Vagara Dist. Bharuch, Gujarat - 392 130. Email id: plantheadhj@mrfmail.com
- d) Plant Head – Goa. Postal Address: MRF Limited, P.B. No. 1, Ponda, Goa 403 401. Email id: plantheadgoa@mrfmail.com
- e) Plant Head – Kottayam. Postal Address: MRF Limited, P.B. No. 2, Vadavathoor P.O., Kottayam 686 010. Email id: plantheadktm@mrfmail.com
- f) Plant Head – Medak. Postal Address: MRF Limited, P.B. No. 2, Sadasivapet 502 291, Sangareddy District, Telangana. Email id: plantheadmdk@mrfmail.com
- g) Plant Head – Puducherry. Postal Address: MRF Limited, Eripakkam, Nettapakkam Commune, Puducherry 605 106. Email id: plantheadpdy@mrfmail.com
- h) Plant Head – Trichy Bias. Postal Address: MRF Limited, TCC Plant, Naranamangalam (Village & Post), Alathur Taluk, Perambalur District 621 109. Email id: plantheadtcc@mrfmail.com
- i) Plant Head – Trichy Radial. Postal Address: MRF Limited, TCR Plant, Naranamangalam (Village & Post), Alathur Taluk, Perambalur District 621 109. Email id: plantheadtcr@mrfmail.com
- j) Plant Head – Tiruvottiyur. Postal Address: MRF Limited, Tiruvottiyur High Road, Chennai 600 019. Email id: plantheadtv@mrfmail.com