

CHAPTER –VII

PARTICULARS OF ARRANGEMENT FOR CONSULTATION WITH THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF POLICY OR IMPLEMENTATION THEREOF.

RITES Limited is a commercial organization and policies formulated by it relate to its internal management and hence there is no arrangement for consultation with the members of the Public prior to formulation of its internal policies. Nevertheless, internal policies of the Company are formulated complying with the applicable provisions of the law of land, its constitution, policies of the different administrative authorities, its status, applicable rules & regulations, etc.

However, if its clients, contractors, sub-contractors, vendors, etc. or the public in general having business associations have any grievances/protest, they can approach the concerned RITES' officers or Grievances Redressal Forum for resolution.