

Policy to promote human rights and provide value to their customers and consumers

Preamble: As a responsible business entity RailTel needs to have a policy on respect and promotion of human rights and engaging with & providing value to their customers and consumers in a responsible manner. This policy will also help RailTel to fulfil the business responsibility requirement of SEBI as an organization.

1. Promotion and respect for human rights

- a) RailTel and its employees appreciate that human rights are inherent, universal, indivisible and interdependent in nature.
- b) RailTel and its employees will follow the statute as laid down in the Constitution of India, national laws and policies on human rights and the content of International Bill of Human Rights.
- c) RailTel also aims to guarantee equal opportunities to all its employees and all qualified applicants for employment without regard to their race, caste, religion, color, ancestry, marital status, sex, age, nationality and different ability status.
- d) RailTel understands the needs of all stakeholders to be heard to resolve their grievances and has various grievance mechanism in place either through online or offline system, through which employees or other stakeholders can raise their concerns at various levels such as through our website, whistle blower policy, CPGRAMS portal and RTI act.
- e) RailTel contributes to the education, health and well being of communities, consumers and vulnerable and marginalised groups through its CSR programs.
- f) RailTel will take all possible action to reduce negative human rights impacts that are directly linked to the business operations, products or services by its business relationships, even if the business has not directly contributed to those impacts.

2. Engaging with and providing value to customers/consumers responsibly

- a) RailTel and its employees shall always take care of overall well-being and needs of the customers and that of society
- b) RailTel and its employees will not restrict the freedom of choice and free competition in any manner while designing, promoting and selling their products.
- c) RailTel and its employees shall disclose all information truthfully and factually, including the risks to the individual, to the society and to the planet from the use of the products and services, so that the customers can exercise their freedom to consume in a responsible manner.

- d) RailTel and its employees shall also educate their customers on the safe and responsible usage of their products and services.
- e) RailTel and its employees shall promote and advertise their products and services in ways that do not mislead or confuse the consumers
- f) RailTel and its employees shall exercise due care and caution while providing goods and services that result in over exploitation of natural resources or lead to excessive conspicuous consumption.
- g) RailTel provides adequate grievance handling mechanisms to address customer concerns and feedback through our website, availability of e-mails of senior management on website, CPGRAMS portal and through postal communication.


8/5/21
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