

GSPL Transmission Limited

Policy on Customer Care And Consumer Grievance Mechanism (Effective from 1st September, 2026)

Title of the Policy	Customer Care and Consumer Grievance Mechanism
Function	O&M, Commercial, RoU and other Depts. concerned
Owners	Customers & Community Relationship Team
Target Audience	Customers & Community
Purpose of the Policy	Resolution of complaints received from Customer & Community

Customers and Community of GSPL Transmission Limited (GTL) can register their complaints or log their feedback and suggestions with respect to services provided by GTL in its areas of operations using various modes of communication. Response and resolution to the same is provided in accordance with SoPs/ Guidelines established by the company.

Objective:

The objective of the Policy is as below

- To communicate to Customers and Community about various touch points available to reach out to GTL
- To address all complaints/feedbacks/suggestions/enquiries in accordance with defined SoPs/Guidelines.
- To identify areas of improvement and act based on the same