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 SHAKAMBHARI GROUP #SteelWithin	SHAKAMBHARI ISPAT & POWER LTD. (Formerly known as Ess Dee Aluminium Ltd.)		
STANDARD OPERATING PROCEDURE			
Title: Handling of Customer Complaints			Page No. 1 of 3
SOP No.	Version No.	Effective Date	Next review date
SIPL/QAS/005	00	07.07.2026	06.07.2028

1.0 PURPOSE

- 1.1 To provide a procedure for handling of customer complaints. Any expression of dissatisfaction by a customer with a product or service, however small, whether considered justified or not, is considered a customer complaint. Ensure the response to such complaints is timely and accurately addresses the concern, and that it is resolved effectively. Resolution of such customer complaints shall be done through a structured problem-solving methodology.

2.0 SCOPE

- 2.1 This SOP is applicable to all material supplied by Shakambhari Ispat & Power Ltd.

3.0 REFERENCE(S) & ATTACHMENTS

3.1 References

- 3.1.1 ISO 15378:2017, 8.2 & 8.2.1

3.2 Attachments

- 3.2.1 Attachment I: Customer Complaint Report - SIPL/QAS/005/F01/00
3.2.2 Attachment II: Customer Complaint Log - SIPL/QAS/005/F02/00

4.0 RESPONSIBILITY

4.1 Quality Assurance Department

- 4.1.1 To prepare the SOP.

4.2 Quality Assurance Head

- 4.2.1 To ensure implementation of the defined system.

4.3 Plant Head / Department Head

- 4.3.1 To ensure implementation of the defined system.

5.0 DISTRIBUTION

- 5.1 Quality Assurance
5.2 Quality Control

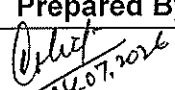
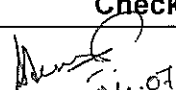
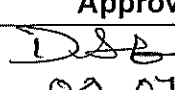
6.0 DEFINITION(S) & ABBREVIATION(S)

6.1 Definitions

- 6.1.1 Nil

6.2 Abbreviations

- 6.2.1 Nil

Prepared By:  04.07.2026	Checked By:  04.07.2026	Approved By:  04.07.2026
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7.0 PROCEDURE**7.1 Complaint Receipt**

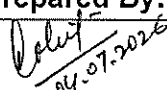
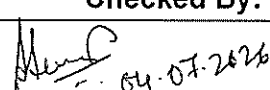
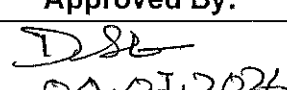
- 7.1.1 The complaint shall be acknowledged within a working day by mail to initiate the process.
- 7.1.2 Customer complaints are first registered by the QA department.
- 7.1.3 QA initiates the complaint investigation process by registration of the subject complaint and assigns a unique Customer Complaint Number, e.g. "SIPLQAYY001" ("YY" is the year).
- 7.1.4 Thorough investigation of the customer complaint starts once the quality complaint is registered. Response time is tracked after the formal registration of the complaint.
- 7.1.5 All the complaints are routed through the structured problem-solving methodology.
- 7.1.6 A time-bound action-plan report shall be made and submitted to the customer if required.

7.2 Categorisation of Complaints

- 7.2.1 Received complaints are categorised into three parts:
 - 7.2.1.1 **Critical** – when the complaint is related to legal or product safety matters.
 - 7.2.1.2 **Major** – all quality-related complaints.
 - 7.2.1.3 **Minor** – all others.

7.3 Action Plan

- 7.3.1 The QA Head will take immediate containment action on the complaint, and also initiate a detailed investigation of the complaint with the concerned personnel and prepare a time-bound action-plan on the root cause(s). This action-plan report shall be sent to the customer. The QA Head shall also track and monitor corrective action effectiveness and maintain its records as per the Quality Management System.
- 7.3.2 The procedure for handling of market complaints must include, but is not limited to:
 - 7.3.2.1 The receipt and recording of complaints from all sources.
 - 7.3.2.2 Receiving, processing, investigating, documenting and reporting market complaints, and reporting the results of the investigation back to the complainant.
 - 7.3.2.3 Where appropriate, the examination of retained samples of the batch subject to the complaint is performed.
 - 7.3.2.4 The concerned Manufacturing Head shall be actively involved in the complaint investigation and the preparation of the corrective / preventive action-plan on the root cause.
- 7.3.3 The action-plan must be completed as per the complaint categorisation:
 - 7.3.3.1 **Critical** – first response within 15 days and final closure within 45 days.

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7.3.3.2 **Major** – first response within 30 days and final closure within 45 days.

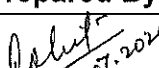
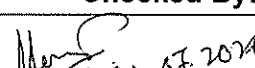
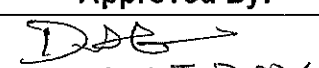
7.3.3.3 **Minor** – first response within 45 days.

7.3.4 The above timings are counted from plan initiation. However, in some exceptional circumstances, such as dependency on vendor / contractor / government authorities / major civil work, etc., it can be extended by 30 days additionally after review. The customer shall be informed in case of any time extension.

7.3.5 A summary (Customer Complaint Log) of market complaints and their trends shall be maintained by QA of the respective production unit for yearly review.

8.0 REVISION HISTORY

Revision No.	00	Effective Date	07.07.2026	CC No.	NA
Details of revision: New SOP					

Prepared By:	Checked By:	Approved By:
 04.07.2026	 04.07.2026	 04.07.2026