



**POLICY ON CUSTOMER SERVICE  
OF  
JAYASWAL NECO INDUSTRIES LTD**

## **PHILOSOPHY:**

Jayaswal Neco Industries Ltd (JNIL) is committed to continuously exceed customer expectations, in pursuit of its aim to be the most admired organization in the Iron & Steel Sector.

## **JNIL STANDS COMMITTED TO:**

- 1) Provide reliable and quality steel products supply to all our consumers at competitive rates.
- 2) Innovate and add value to our services.
- 3) Ensure that the entire organization becomes customer centric.
- 4) Create new practices in services that become benchmarks for others to follow.
- 5) Create a customer friendly environment at all our customer interaction centers or interfaces.
- 6) Commit ourselves to meet the ever-increasing customer expectations.
- 7) Train and develop our employees continuously to meet the challenges of a dynamic business environment.
- 8) Meet the statutory and regulatory performance standards while improving our own standard of performance.
- 9) Uphold our values and adhere to the JNIL Code of Conduct.
- 10) JNIL is committed to ensure availability of all necessary recourses required to meet the goals of the Customer Service Policy.

## **MONITORING AND REVIEW**

BR head and in his absence Managing Director/Joint Managing Director will assess the effectiveness and review the implementation of this Policy, its applicability, appropriateness and effectiveness. Any identified improvements will be made and integrated to the policy as when required.

## **AMENDMENTS**

The policy may be amended at any given point of time if it appears that the relevant provision of the policy or business process has become inappropriate or ineffective or an improvement is required. Further, there may be change in prevailing laws, the implementation of which may be required under the policy. Under these circumstances or in any other situation, if the BR head /Managing Director/ Joint Managing Director deems necessary, the amendment to the policy may be carried out under the signature of Managing Director/Joint Managing Director.

**Arvind Jayaswal**  
**Managing Director, JNIL**