



CHAMBAL FERTILISERS AND CHEMICALS LIMITED

Product Responsibility Policy

Chambal Fertilisers and Chemicals Limited ("Chambal") is committed to provide products and services maintaining high standards of quality and offering value for money to its customers and consumers in a responsible manner.

In pursuit of this policy, Chambal is committed to:

- (i) Ensure that its products and services comply with all laws and regulations as may be applicable.
- (ii) Disclose relevant information truthfully and factually in order to enable the customers to make informed purchase decisions.
- (iii) Raise the consumer awareness through education, product labelling and appropriate marketing communication. Promote safe and responsible usage and disposal of the products and packaging, wherever applicable.
- (iv) Promote and advertise its products in a manner which does not mislead or confuse the consumers or violate any other aspects of this policy.
- (v) Exercise due care and caution while providing the products and services that result in over exploitation of natural resources or lead to excessive conspicuous consumption.
- (vi) Ensure that it does not restrict the freedom of choice and free competition in any manner while designing, promoting and selling its products.
- (vii) Provide adequate grievance handling mechanism to address customer concerns and feedback.

for **Chambal Fertilisers and Chemicals Limited**

Anil Kapoor
Managing Director

Date: February 11, 2017