



CUSTOMER POLICY

Title	Customer Policy
Version Number	2
Effective Date	1 st May 2023
Authorised By	President & Director
Number of Revisions	1
Last Revised Date	17 th May 2017

JK Lakshmi Cement Ltd. has a customer centric approach to business that upholds the rights of the consumer to a product developed and sourced in sustainable manner. We will continuously anticipate and understand customer's requirements, convert these into performance standards for our products and services and meet these standards every time.

The Company is committed to:

- Maintain and deliver product of quality at par with regulatory and quality standards.
- Ensure customer satisfaction and cost effectiveness.
- Communicate our product benefits and offerings in a fair, transparent manner with integrity and accountability.
- Continuously improve our products and service offerings to eliminate consumer pain points and risk to the environment and society.
- Acknowledge and address customer grievances if any and incorporate genuine feedback into our processes and product to better our service offering and delivery to the customer and client.

This policy shall be reviewed periodically for its suitability and updated as necessary.

Date: 01/05/2023

Place: New Delhi

Arun Shukla
(President & Director)



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