



**TAMIL NADU NEWSPRINT AND PAPERS LIMITED**

**TNPL DISPUTES RESOLUTION POLICY, STAKEHOLDERS  
CONSULTATION AND INPUTS, COMPLAINS PROCEDURE**



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### TNPL – STAKEHOLDER CONSULTATION PROCEDURE

TNPL will conduct stakeholder consultation based as per of **FSC, Forest Stewardship Standard for India : FSC-STD-IND-01-2022 EN standard** (like recertification audit) in order to verify the adequacy of its control measures. The stakeholders from various sections will be invited for the consultation meeting and they are as follows:

- Government Agencies who deal with Forestry
- Research Institutes/University
- National/State Forest Agencies/Forestry
- Local/Regional NGO's-Social/Environment/Recreational
- Experts/NGO's
- Labour Union/Association
- Industries/Certificate Holders
- Wood Contractors/Consumers
- Local Public/Workers
- Farmers

The identified stakeholders from the above groups will be invited to participate in the stakeholder consultation through anyone of the following sources in the given stakeholder consultation form:

- By phone call
- By sending mail
- By sending letter
- By in-person invitation

During this minimum of 45 days time, all the invited stakeholders will be provided access to the information that is relevant to the FSC 100% procured from Captive/Farm Forestry Plantations by TNPL. The invited stakeholders can be provided their feedback within this 45 days period of stakeholder consultation period. TNPL will also obtain the stakeholders consent to publication of their comments.

The invited stakeholders may be provided their inputs/complaints by the following means:

- By phone call
- By sending mail
- By sending written inputs/complaints through post/courier

TNPL will explain to all the participated stakeholders within 60 days after the stakeholder consultation period about how their comments if any were taken into account.

TNPL will maintain the records of consultation procedures including list of stakeholders, minutes of the meeting, etc., for future reference.

After completion of stake holder consultation TNPL will prepare a summary of the consultation process which will have the following details:

- The area for which the stakeholder consultation conducted
- List of stakeholders invited
- Summary of the stakeholders comments received after getting prior consent from the stakeholders
- Description about how the comments of stake holders are taken into account
- Justification for sourcing the pulpwood from Captive/Farm Forestry plantations as FSC 100%

**Format for stakeholders Consultations:**

<b>S.No</b>	<b>FSC – FM PRINCIPLES</b>	<b>Comments</b>
1.	Compliance with Laws and FSC Principles	
2	Workers Rights and Employment Conditions	
3	Indigenous People’s Rights	
4	Community Relations	
5	Benefits from TNPL Plantations	
6	Environmental Impact of TNPL Plantations	
7	Socio Economic Impact of TNPL plantations	
8	Maintenance of High Conservation Value Forests in TNPL Plantations	
9	Child Labour & Sexual Harassment	
10	Dispute Resolution Process	
11	Indigenous cultural landscapes sites and impacts if any	
12	Any other Specific Remarks	

## **DISPUTES RESOLUTION POLICY**

### **STAKE HOLDER INPUTS/DISPUTES/COMPLAINTS PROCEDURE:**

TNPL used culturally appropriate engagement of stakeholders ensures that they are proactively and transparently engaged in the following processes:

- Dispute resolution processes
- Definition of Living wages – It is nothing but wages which are higher than the legal minimum wages
- Identification of rights, Indigenous cultural landscapes sites and impacts
- Local communities, socio-economic development activities; and
- High Conservation Value assessment, management and monitoring.

Through culturally appropriate engagement of stakeholders, local communities TNPL developed the following disputes resolution mechanism as follows:

The stakeholders may complaint about their field problems by any one of the followings method:

- By phone call
- By registering in the compliant register available at TNPL plantation office
- By sending mail
- By sending written complaints through post/courier

The FME will provide response to the stakeholder within a period of 15 days from the date of receipt of the complaint.

If any complaint received from stakeholders through any one of the above mode, it will be registered in the complaint register as soon as received and forward to the TNPL Plantation Admin office. In some times the complaints will be received directly at TNPL Plantation Admin office. DGM (Forestry) will assess the complaints received from stakeholders and analyses the root cause of the issues. Then he will find out the solution to sort out the issues and not to occur the same issues in future. Accordingly, DGM (Forestry) put up the details about issues and solutions to get approval from CGM(Plantation, R&D) and SO, Head of Department. CGM(Plantation, R&D) and SO, analyse the issues and solutions given by DGM(Forestry) and approved the solutions for implementation.

Based on approval from CGM(Plantation,R&D) and SO, DGM (Forestry) instruct the concern field officials to sort out the issues raised by stakeholders. He will also confirm the complaints sorted out by field officials by reviewing them. This whole complaint procedure will take a time of 60 days. So if any complaint/issues raised by any of the stakeholders will be addressed within 60 days of receipt of complaint. This 60 days time period will also be informed to stakeholders through phone or letter or mail once we received the complaints from them.

Similarly, if the complaints is received from any stakeholders with respect to damage/loss for them with supporting evidence that will be registered in the register and forwarded to TNPL Plantation admin office. It will be assessed by DGM (forestry) and he will analyse root cause for the damages/losses. In the event that evidence is considered relevant, field investigation / verification will be conducted within 60 days of receipt of the complaint under the supervision of DGM (Forestry).

After field verification, DGM (Forestry) will forward his remarks and compensations request to CGM(Plantation,R&D) and SO, for approval. CGM(Plantation, R&D) and SO, will approve the compensations based on the nature of damage/losses. Accordingly, the compensations will be paid to stakeholders within 30 days from date of report submitted by DGM (Forestry). Hence the complaints received from any stakeholders with respect to damage/loss will be addressed within 90 days from date of receipt of complaints from any of the stakeholders

In generally the complaints received from the stakeholders in the below categories:

- For want of good quality seedlings
- For want of releasing Purchase Order to harvest their plantations
- Payment request for the pulpwood supplied by them
- Replacement for damaged or dried plants which supplied from TNPL
- Raising Pulpwood Plantations

CGM(Plantation,R&D) and SO is the competent authority to provide solutions for all the complaints received from anyone of the stakeholders. This well-structured resolving mechanism lead to consistent outcome to any of the complaints from stakeholders.

In cases where a dispute relates to the Principles and Criteria of the FSC, the certifying body will be informed immediately about the disputes and will act accordingly.

Through this systematic system Tamil Nadu newsprint and Papers Limited will addresses any complaint received from any of the stakeholders.

Contact information of the person or position responsible for addressing inputs/complaints:

Dr.R.Seenivasan

Chief General Manager (Plantation, R&D) and SO

E-mail ID: [seenivasan.r@tnpl.co.in](mailto:seenivasan.r@tnpl.co.in)

Telephone Number : 04324 – 277001 to 277010

The CGM (Plantation, R&D) and SO is having the responsibility to sort out the disputes if any raised by any of the stakeholders who will be as Ombudsman for Plantation Implementation activities.

If the resolution given by Ombudsman is not satisfactory for any of the stakeholders then they may contact the top management of TNPL in the following address:

**The Chairman and Managing Director,**  
Tamil Nadu Newsprint and Papers Limited, Corporate Office  
Mount Road, Guindy  
Chennai – 600 032.

Telephone: +91-044 – 22354415, 22354416,

Further, the disputes are not solved, the stakeholders may take legal action in the District Court of Karur.

**TNPL will cease or stop its operations and procuring FSC FM 100% pulpwood where the disputes exists of substantial magnitude or substantial duration or Involving a significant number of interests.** Under these circumstances, TNPL will not continue its FSC FM operations in these selected plantations which will be excluded from TNPL FSC FM scope of certification and pulpwood from these plantations **will not be procured as FSC FM 100% material.**

**If the disputes/complaints is having considerable importance, size (may be from more than 15 stakeholders, or worth, or having substance or capable of being treated as fact; not imaginary will be treated as Substantial Magnitude”.**

**Similarly, if the we are getting atleast one dispute/complaint per day for one-week continuous period about the same particular plantation/location or reasons and which also remains for more than 15 days, that will be treated as disputes/complaints with substantial duration. If the disputes/complaints about the same particular plantation/location or reasons are received from more than 10 stakeholders will be treated as having significant number of interest.**

Under these circumstances, TNPL will not continue its FSC FM operations in these selected plantations which will be excluded from TNPL FSC FM scope of certification and pulpwood from these plantations **will not be procured as FSC FM 100% material.**

In case the complaint regarding sourcing plantations then material will not be sourced as FSC 100% from the concerned field during Complaint verification period. If that area not confirming the FSC, Forest Stewardship Standard for India : FSC-STD-IND-01-2022 EN standard and corrective action cannot be determined and/or enforced, the supply from that particular area/source will be excluded from FSC 100% and treated as Uncontrolled Material.