

INDUSTRIAL INVESTMENT TRUST LIMITED

Grievance Redressal Mechanism

The Company believes in speedy redressal of grievances of the Borrower and guides its Borrowers who wish to lodge a complaint and also provide guidance on what to do in case the Borrower is unhappy with the outcome.

Please follow the steps listed below, to register any grievances you might have on our services and we will speedily address them:

Level 1 Escalation:

In case of any complaint / grievances of the Borrowers, the same shall be intimated by them in writing to the Grievance Redressal Officer. The Grievance Redressal Officer shall immediately make all efforts to redress the grievances within 10 working days.

Grievance Redressal Officer

Mr. Kamlesh Agrawal
Group Chief Financial Officer
Office No.101A, 'The Capital',
G Block, Plot No.C-70,
Bandra Kurla Complex,
Bandra East, Mumbai – 400051
E Mail : kamlesh@iitlgroup.com
Mobile : 9004729731
Tel : +91-22-43250118
(between 10:00 a.m. and 05:00 p.m., from Monday to Friday except on public holidays)

In case the complaint is not resolved within the given time or you are not satisfied with the solution provided through above channel, you may approach the following:

Level 2 Escalation:

Nodal Officer under the Ombudsman Scheme for Non Banking Financial Companies, 2018:

Mrs. Cumi Banerjee, Chief Executive Officer & Company Secretary
Office No.101A, 'The Capital',
G Block, Plot No.C-70,
Bandra Kurla Complex,
Bandra East, Mumbai – 400051
Tel: +91-22-43250100
Email: cumi_banerjee@iitlgroup.com
(between 10:00 a.m. and 05:00 p.m., from Monday to Friday except on public holidays)

You will receive response within 10 working days. Please quote the reference of your earlier communication in this regard.

Level 3 Escalation:

If you are still not satisfied with the resolution provided through various channels as stated above or if the complaint is not redressed within a period of one month, you may appeal to **Officer-in-Charge of RBI** under whose jurisdiction the Registered Office of Industrial Investment Trust Limited falls.

The details with respect to Officer-in-Charge are as follows:-

The Officer in Charge
The Reserve Bank of India,
Department of Non-Banking Supervision,
Mumbai Regional Office, 3rd Floor,
Opp. Mumbai Central Railway Station,
Byculla, Mumbai - 400 008
Phone: 022 23084121
Fax: 022 23099122
Email id: dnbsmro@rbi.org.in