



# IITL GROUP

## INDUSTRIAL INVESTMENT TRUST LIMITED

### POLICY ON GRIEVANCE REDRESSAL

**Industrial Investment Trust Limited**

CIN: L65990MH1933PLC001998

Regd. Off: 101A, The Capital, G-Block,

Plot no.C-70 Bandra Kurla Complex,

Bandra (East) Mumbai Mumbai City

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Website: [www.iitlgroup.com](http://www.iitlgroup.com)

<b>Version</b>	<b>Date of Approval/ Reviewal</b>
V.1-001	04/03/2023
Recommended By	Mr. Rajev Adlakha – CEO – NBFC Operations
Approved By	Board - Meeting Dated : 04/03/2023

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Recommended By:

Owner Department- Operations

\_\_\_\_\_  
Approved By:

## **(1) OVERVIEW**

Industrial Investment Trust Limited, (“Company”) believes in conducting its affairs in a fair and transparent manner by maintaining the highest levels of integrity, honesty and ethical behaviour while dealing with its customers (“Customers”).

In compliance with the guidelines issued by the Reserve Bank of India (“RBI”), as applicable to Non-Banking Financial Companies, for maintenance of an appropriate grievance redressal mechanism within the organisation to resolve the complaints and grievances of its customers, the Company has formulated this Grievance Redressal Policy (“Policy”) setting out the procedure for receiving, registering and disposing of the complaints and grievances of the Customers with respect to the products and services of the Company (“Complaints”), including but not limited to the Complaints in relation to the services provided by the third party agents or business facilitators appointed by the Company for providing such services on behalf of the Company.

This Policy aims to provide a framework to deal with the Complaints of the Customers in a fair and transparent manner and educate the Customers about the processes to be followed to lodge a Complaint with the Company and/or the RBI.

The company is engaged in the business of Loan Against Property (“LAP”) with brand name as **IITL**. This policy is applicable (except Banking Ombudsman) for addressing complaints received from customers for LAP Business as well.

## **(2) PURPOSE**

The purpose of the Policy is to ensure that:

- a) the Customers are treated fairly and without bias, at all times.
- b) the Complaints raised by the Customers are dealt with courtesy and resolved in a timely manner.
- c) the Customers are informed of the avenues to escalate their Complaints within the Company.
- d) the Customers are informed of their rights so that they can opt for alternative remedies if
- e) they are not fully satisfied with the Company’s response or resolution to their Complaints.

## **(3) PROCESS OF GRIEVANCE REDRESSAL**

The Customers who have any Complaint, can follow the following process for its redressal:

### **i. Primary Level:**

The Customers who intend to file a Complaint, may file their Complaint with the Company by using any of the following channels between 10:00 A.M. to 5:00 P.M. on any working day of the Company and furnishing complete details in relation to such Complaint:

### **Details for making Complaint:**

- A) Register the Complaint in a complaint register / complaint box, which is available at all regional / branch offices of the Company. The borrowers have to inform the Branch about the complaint in writing. The said complaints shall be entered in the Register maintained for the purpose by the Grievance Redressal Officer duly authorized in this behalf;
- B) Email at: [iitl@iitlgroup.com](mailto:iitl@iitlgroup.com)
- C) Call on +91-22-43250119; or
- D) Write to the Company at the below mentioned address:

Industrial Investment Trust Limited  
Regd. Off: 101A, The Capital, G-Block,  
Plot no.C-70 Bandra Kurla Complex,  
Bandra (East) Mumbai City  
MH 400051

Kind Attention: Customer Service Team

### **ii. Secondary Level:**

In case, the Complaint is not resolved within 7 (Seven) working days from the date of filing of the Complaint or the Customer is not satisfied with the response or the resolution provided to the Customer at Level – 1, the Customer may escalate the Complaint to the **Grievance Redressal Officer** of the Company.

Contact details of Grievance Redressal Officer:

Name: Mr. Ajit Mishra  
Designation: Chief Financial Officer  
Contact Number: 7506148933  
E-mail ID: [ajit@iitlgroup.com](mailto:ajit@iitlgroup.com)

**Contact details of the Grievance Redressal Officer is available at all the regional and branch offices of the Company.**

- iii. Clients and others who have any grievances regarding functioning of company, may further address their grievances in writing to the Grievance Redressal Officer and further to the 'Director' for redressal of his /their grievance who will dispose the same within a period of 15 days from the date of receipt of such Grievance. In case the complainant is/ are not satisfied with the decision of the Director, he/ they may appeal to the Board who will also dispose of the same within a period of 30 days from the date of receipt of the appeal.
- iv. All disputes arising out of the decisions of branches in relation to the products and services shall be heard and disposed off at least at the next higher level. Therefore, the following 'Grievances Redressal Mechanism' is put in place.

<b>GRIEVANCE LEVEL</b>	<b>REDRESSAL LEVEL</b>
Officer	Head of department
Head of Department	Director
Director	Board of Directors

- v. A consolidated report of periodical review of compliance of fair practice code and functioning of the grievances redressal mechanism at various levels of management may be submitted to the Board of Directors/ Committee of Directors at regular intervals as may be prescribed by it.
- vi. If the complaint/ dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of **RESERVE BANK OF INDIA- DEPARTMENT OF NON BANKING SUPERVISION, CENTRAL OFFICE CENTRE I, WORLD TRADE CENTRE, CUFFE PARADE, COLABA, MUMBAI – 400005**, under whose jurisdiction the registered office of the NBFC falls.
- vii. Company will safeguard personal information of clients, only allowing disclosures and exchange of such information to others who are authorized to see it, with the knowledge and consent of clients.

#### **(4) REDRESSAL OF THE COMPLAINTS**

- a) The Customers are advised to file the Complaint by furnishing complete details of the same to the Company in any of the modes given at para 3.
- b) Upon receipt of the Complaint by the Company, the acknowledgement along with a complaint identification number and the details of the designated officer, who will be dealing with the Complaint, shall be provided to the Customer within 3 (Three) working days from the date of receipt of such Complaint.
- c) The Company shall provide the necessary clarification / justification with respect to the Complaint, to the satisfaction of the Customer and take all appropriate measures to resolve the Complaint maximum time period of 30 (Thirty) working days from the date of receipt of such Complaint.
- d) In case any additional time is required for resolution of the Complaint, the Company shall inform the Customer about the requirement of such additional time along with the expected timelines for the resolution of such Complaint.
- e) The Chief Executive Officer – NBFC Operations and the Head of Operations of the Company shall ensure that all Complaints filed by the Customers are resolved within the stipulated time frame.

#### **(5) GENERAL**

Notwithstanding anything contained in this Policy, the Company shall ensure compliance with any additional requirements as may be prescribed under any

laws/regulations either existing or arising out of any amendment to such laws/regulations or otherwise and applicable to the Company from time to time.

**(6) REVIEW**

- a) This Policy is subject to review by the board of directors of the Company as and when deemed necessary. The board of directors of the Company shall annually review the functioning of the Grievance Redressal Mechanism.
- b) This Policy shall be subject to the applicable laws including but not limited to the rules, regulations, guidelines, directives and instructions issued by the RBI, from time to time and shall supersede the earlier version of the Policy. Any change/amendment in applicable laws with regard to maintenance of an appropriate Grievance Redressal Mechanism shall be deemed to be incorporated in this Policy by reference and this Policy shall be deemed to have been amended and revised accordingly.

**(7) DISCLOSURE**

This policy shall be uploaded on the website of the Company at [www.iitlgroup.com](http://www.iitlgroup.com).