

**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. Bhavin Jhaveri  
Group Chief Financial Officer  
Office No.101A, 'The Capital',  
G Block, Plot No.C-70,  
Bandra Kurla Complex,  
Bandra East, Mumbai – 400051  
E Mail : bhavin@iitlgroup.com  
Mobile : 9892830557  
Tel : +91-22-43250121  
(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,  
Central Office  
Centre I, World Trade Centre,  
Cuffe Parade, Colaba,  
Mumbai 400 005  
Phone: 022 22189131  
Fax: 022 22180157  
Email id: dnbsmro@rbi.org.in