

## Annexure – 1

<b>Complaint Escalation Mechanism for resolution of Customer Complaints / Grievances</b>					
Level (s) of Escalation	Name of officers / Authority	Write	Email	Call	Complaints Escalation Process and timelines
Level – 00	<b>Customer Service Cell</b>	708, Manjusha Building, 57, Nehru Place, New Delhi-110019	customercare@inteccapital.com	T +91-11-4652 2200/ 300, Extn. 501/ 508/ 510. <b>Note-1:</b> Calls will be taken between 10.00 am to 5.00 pm on all working days (except Saturday and Sunday) <b>Note-2:</b> At the time of making such calls, customer needs to provide details such as customer ID and branch name.	The Customer Service Cell shall strive to resolve the complaint within 15 days of lodgment of the Complaint.
Level – 01	<b>Grievance Redressal Officer (GRO)</b>	Mr. Raj Kumar Anand Grievance Redressal Officer, 708, Manjusha Building, 57, Nehru Place, New Delhi-110019	gro@inteccapital.com	T +91-11-4652 2200/ 300, Extn. 212 <b>Note-1:</b> Calls will be taken between 10.00 am to 5.00 pm on all working days (except Saturday and Sunday)	If a complaint is not resolved by the Customer Service Cell within 15 days, the customer can get in touch with the Grievance Redressal Officer (GRO) and response within 15 days unless the nature of complaint requires verification of voluminous facts and figures.
Level – 02	<b>General Manager, DNBS, RBI</b>	General Manager Department of Non-Banking Supervision (DNBS) Reserve Bank of India (RBI) 6, Parliament Street, New Delhi – 110001	dnbsnewdelhi@rbi.org.in	Ph. 011-23714456	In case a customer is not satisfied with the resolution provided, he can at any time approach the General Manager, DNBS, RBI, New Delhi
Level – 03	<b>NBFC Ombudsman</b>	<b>NBFC Ombudsman C/o</b> Reserve Bank of India, Sansad Marg New Delhi - 110001	nbfcnewdelhi@rbi.org.in	Telephone No: 23724856 Fax No : 23725218-19	In the unlikely event of a customer not receiving a response after expiry of <b>45 days from the date of lodgment of the initial complaint</b> , or in case of dissatisfaction with the response given by the GRO of the Company, he may approach the NBFC Ombudsman.
<p><b>Note: The Company will display at all its Head Office / branches/ places where business is transacted the above details of Grievance Redressal Officer and Nodal Officer viz. contact details (Telephone number, email address etc) who can be approached by the public for resolution of complaints against the company. The above details shall also be uploaded in the Company Website.</b></p>					