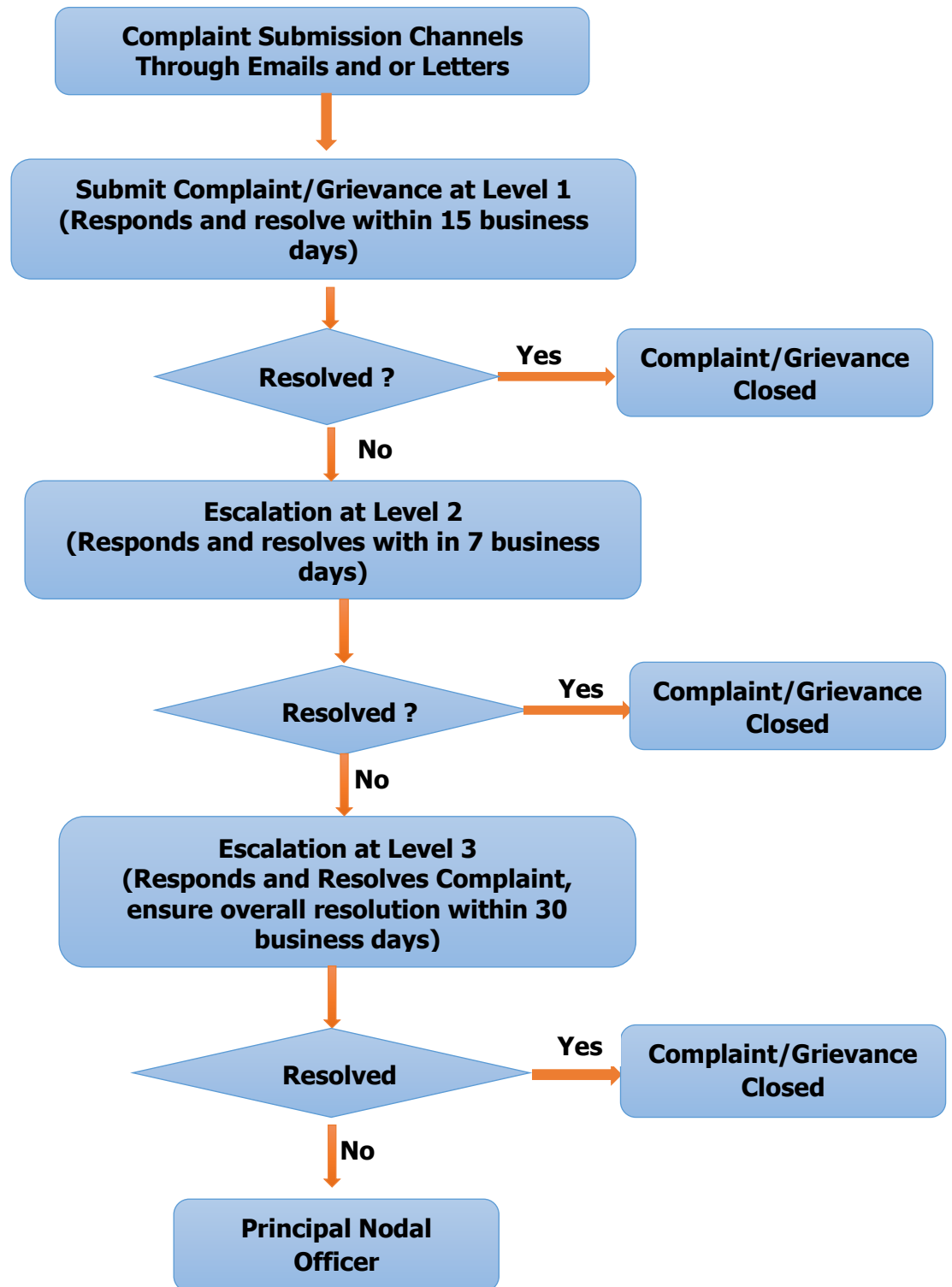


Customer Grievance Redressal Mechanism



Details of officers handling complaints (Equity Shareholders)		
Level	Nodal Officer	Contact Details
Level 1 Assistant Manager, Secretarial	Mr. Smit Kumar	IFCI Factors Limited, 7 th Floor, IFCI Tower, 61, Nehru Place, New Delhi-110019. Email ID: smitkumar@ifcifactors.com
Level 2 Company Secretary	Ms. Sharmila Chhikara	IFCI Factors Limited, 7 th Floor, IFCI Tower, 61, Nehru Place, New Delhi-110019. Email ID: cs@ifcifactors.com Contact No.
Level 3 Chief Operating Officer	Mr. Sailesh Agarwal	IFCI Factors Limited, 7 th Floor, IFCI Tower, 61, Nehru Place, New Delhi-110019. Email ID: sailesh.agarwal@ifcilttd.com
Principal Nodal Officer	Mr. Prafulla Sharma	IFCI Factors Limited, 7 th Floor, IFCI Tower, 61, Nehru Place, New Delhi-110019. Email ID: pno@ifcifactors.com