



Invent Assets  
Securitisation &  
Reconstruction  
Pvt. Ltd.

**Invent Assets Securitisation and Reconstruction Pvt. Ltd.**

## **Grievance Redressal Policy**

(Current Review date- 02.06.2023)

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**Grievance Redressal Policy**  
**Invent Assets Securitisation & Reconstruction Pvt.**  
**Ltd. (Invent)**

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## 1. Introduction:

Grievance Redressal is extremely important for sustained business growth and as an organization we at, **Invent** strive to ensure that we address all stakeholders including outsourced agencies and recovery agents within time and establish ourselves as an exemplary organization.

Stakeholders complaints constitute an important voice of various interested parties viz. the borrowers, the investors and others, and this policy details complaint handling through a structured grievance redressal framework. Complaint redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future. The Grievance Redressal policy follows the following principles:

1. Stakeholders are treated fairly at all times
2. Complaints raised by various stakeholders are dealt with courtesy and in a timely manner
3. Stakeholders are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints
4. The employees work in good faith and without prejudice, towards the interests of the stakeholders

## 2. Grievance Redressal Mechanism:

At Invent, we are committed to provide our various stakeholders a structured grievance redressal framework. Whilst all efforts are taken to give them the best system to avoid any grievances the stakeholders are intimated that they can record their grievances; if any; in writing or verbally.

The stakeholders can approach any of our service touch points given below to register a complaint and expect a response within defined time period from complaint registration.

Service Touch points are as indicated below:

**Grievance Redressal Officer** – Ms. Ruchi Sharma

Designation – Company Secretary & Compliance Officer

- **Phone:** They can call the **Grievance Redressal Officer** on our number 022-22801516 between 10.00 to 18:00 Monday to Friday except public holidays
- **Email:** They can write at the direct email Id of the **Grievance Redressal Officer** (ruchi.sharma@inventarc.com) and of the person responsible for handling the particular account and to the email i.e., **invent@inventarc.com**
- **Direct:** They can visit our office and handover a complaint letter to **Grievance Redressal Officer** or any other concerned personnel.
- **Letter:** They can write to us at:  
**Invent Assets Securitisation & Reconstruction Pvt. Ltd. Bakhtawar, Suite 'B',  
Ground floor, Backbay Reclamation Scheme III, 229, Nariman Point,  
Mumbai- 400021**

### **3. Escalation Matrix:**

In case the stakeholder does not receive a response within the number of days indicated below for each level or if the stakeholder is dissatisfied with the response received from the Company, the stakeholder may escalate the complaint to the next level as indicated below:

#### **Primary Level-**

If the stakeholder is not satisfied with the resolution received from above channels, or if the stakeholder does not hear from us in 15 days, the stakeholder can write to the team leader of the person handling the particular account at [invent@inventarc.com](mailto:invent@inventarc.com) with the name of the account mentioned in the subject and addressed to the team leader.

Stakeholders are required to provide the reference of the earlier complaints made to the executives. An assurance is given to the stakeholder that he would receive a response within 30 business days and due efforts will be taken to resolve the complaint well before that.

#### **Secondary Level-**

If the stakeholder is not satisfied with the resolution received or if the stakeholder does not hear from us in 30 days, then he may escalate his grievance to the Chief Executive Officer at the below address:

**The CEO,  
Invent Assets Securitisation & Reconstruction Pvt. Ltd.  
Bakhtawar, Suite 'B', Ground floor, Backbay Reclamation Scheme III, 229, Nariman Point, Mumbai- 400021**

### **4. Internal machinery to control complaints**

#### **(A) Information to the Risk Management Committee:**

A complaint register shall be maintained and the Grievance Redressal Officer of the Company shall present before the members of Risk Management Committee (Committee), for their perusal a report on complaints received, if any and their due redressal on quarterly basis. The Committee shall be the highest authority for taking the decision in case any issue is pending for redressal and the committee can issue directives for resolution of the same.

#### **(B) Time frame:**

Suitable timelines have already been set for every complaint depending upon the investigations which would be involved in resolving the same. Complaints are suitably acknowledged on receipt and the stakeholders are informed of delays if any, in the resolution.

#### **(C) Review and monitoring:**

Quarterly review by the Risk Management Committee and monitoring of complaints (if any), nature of complaints is done to ensure the process efficiency. The Policy shall be reviewed

annually. Any amendment in this Policy may be carried out before the due annual review with the approval of the Board of Directors of the Company.

**5. Process:**

