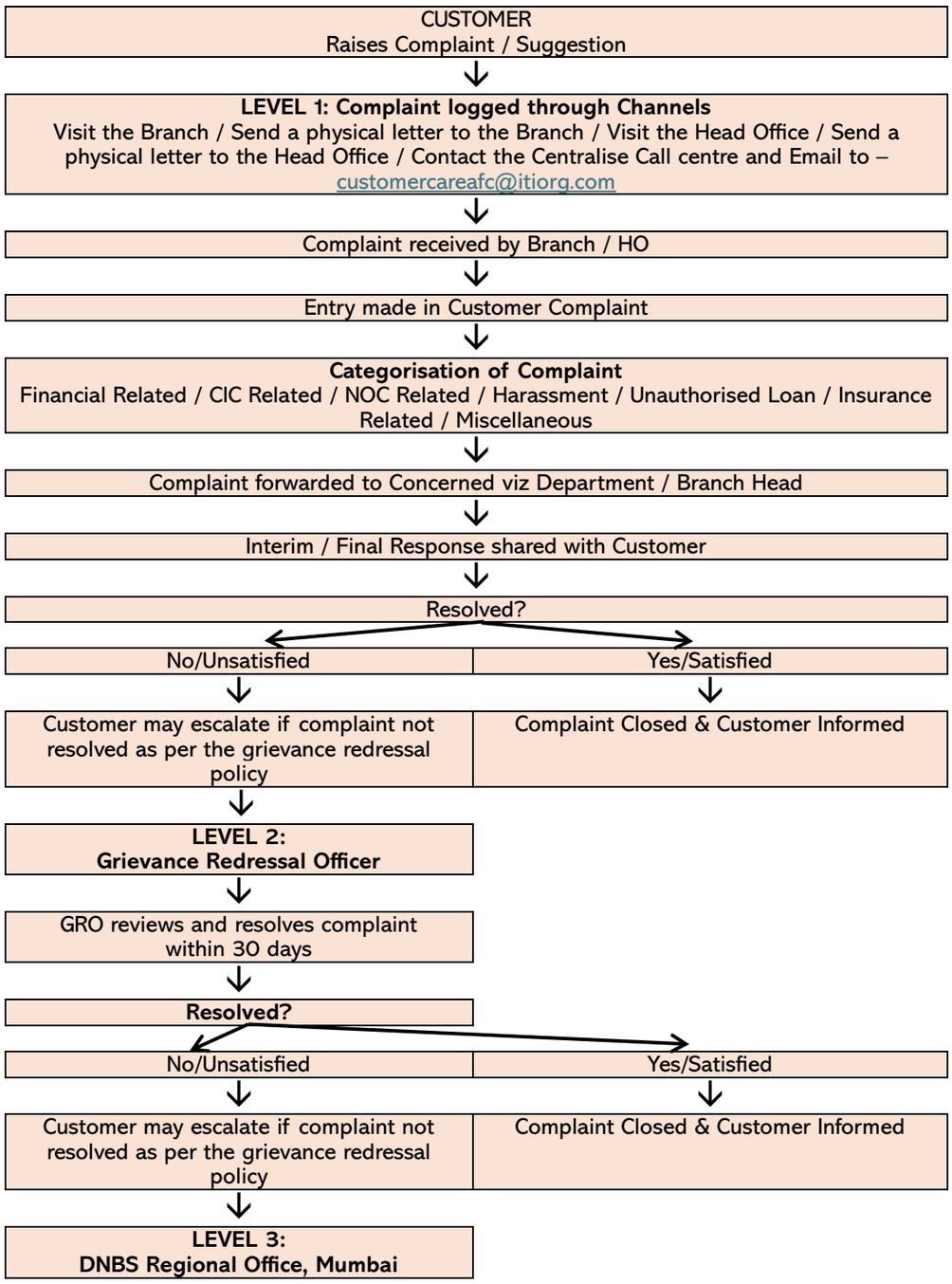
THE INVESTMENT TRUST OF INDIA
GOLD LOAN

CUSTOMER GRIEVANCE REDRESSAL FLOWCHART



HIERARCHY OF ALL OFFICERS RESPONSIBLE FOR HANDLING CUSTOMER GRIEVANCES:

Level 1	**Branch Manager/ Head Office,** as the case may be
Level 2	If not satisfied with Level 1, the customer may approach Grievance Redressal Officer at the following address: - ***Mr. Nijesh Raveendran, Grievance Redressal Officer*** ITI House, 36, Dr. Shirodkar Marg, Parel, Mumbai 400 012 Contact No. 91 22 6909 3600 E-mail: nijesh.raveendran@itiorg.com Website: www.itigoldloan.com
Level 3	If not satisfied with Level 2, customer may appeal to Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI under whose jurisdiction the Registered Office of the Company falls. The details of DNBS are as given below: **The Reserve Bank of India,** Department of Non-Banking Supervision, Mumbai Regional Office, 3rd Floor, Opp. Mumbai Central Railway Station, Byculla, Mumbai - 400008 Phone : +91 - 022 - 23084121 Fax : +91 - 022 - 23099122 Email id: dnbsmro@rbi.org.in