

## **IFCI Ltd.**

(CIN L74899DL1993GOI053677)

### **Citizen's Charter**

#### **Vision & Mission**

##### **1. What we are**

IFCI was set up in 1948 as independent India's first Development Financial Institution, as "The Industrial Finance Corporation of India", a Statutory Corporation, for providing medium and long term finance to industry. In 1993 after repeal of the IFCI Act, IFCI became a Public Limited Company, registered under the Companies Act, 1956. **Currently, IFCI is a Government Company with Government of India holding 56.42% share in paid-up capital of IFCI.** IFCI is also registered with the Reserve Bank of India (RBI) as a Systemically Important Non-Deposit taking, Non-Banking Finance Company (NBFC-ND-SI) and also a notified Public Financial Institution under Section 2(72) of the Companies Act, 2013.

##### **2. IFCI's Vision**

"To be the leading development institution for industrial and infrastructure sectors across the spectrum and be an influential partner in country's economic growth and development".

##### **3. IFCI's Mission**

To adopt the best practices in financing industry and infrastructure sectors and leverage core competencies in promoting sustainable industrial and infrastructure development in the country. To act as a competitive, customer-friendly and development oriented organization, delivering financial products and services to the satisfaction of all its stakeholders.

##### **4. We fulfill the vision :**

- By providing a Product mix offering, to satisfy the customer needs as per details provided below:
- ✓ Customized product-mix to maximize customer satisfaction for building, enduring and sustaining relationship with the borrowers.
- ✓ Commitment to devise a product mix offering which varies from one business/industry segment to another.

- ✓ Structured Debt products based on the specific requirements of corporates.
  - ✓ To act fairly and reasonably in all our dealings with customers.
  - ✓ Dealings with customers rest on ethical principles of integrity and transparency by providing clear information about products and services.
  - ✓ Ensuring and maintaining privacy and confidentiality of the Customer's data.
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- By pursuing with the stakeholders, for restoration of its status as a Development Financial Institution (DFI), so as to be able to embark upon its journey for Infrastructure growth in the country, through lending long-term resources to this sector, from long-tenure, low cost funds raised as a DFI.
  - By contributing in a big way towards '**Make in India**' Program of the Government of India, having been identified as a nodal agency of the Government for certain initiatives.

## 5. Application of Charter

### Disclaimer:

This is not a legal document and does not give rise to any rights and/or obligations. The purpose of this Charter is to promote fair practices with respect to the products and services offered /provided by IFCI Limited and /or its subsidiaries and associates.

## 6. Business of IFCI

- The primary business of IFCI is to provide medium to long term financial assistance to the manufacturing, services and infrastructure sectors.
- It also provides advisory services for Project Development, Project Appraisal, Strategic Analysis, Corporate Restructuring and Legal Advisory, etc.
- IFCI has been
  - a) the Nodal Agency for monitoring of **Sugar Development Fund** (SDF) loans for projects related to modernization and expansion, co-generation of power and production of alcohol/ethanol in the private sector, and
  - b) the nodal agency for implementing the **Credit Enhancement Guarantee Scheme for Scheduled Castes**, for which Government of India has provided Rs.200 crore, through guarantee to banks against loans to young and start-up entrepreneurs belonging to scheduled castes with an objective to encouraging entrepreneurship in lower strata of the societies.

c) appointed to act as **Verification Agency** for verification of limited number of claim applications under **Modified Special Incentive Package Scheme (M-SIPS)** of Ministry of Electronics & IT (MeitY) in May, 2017. Subsequently MeitY vide its Work Order dated November 28, 2017, had appointed IFCI Ltd. as Verification Agency for verification of claims under M-SIPS scheme for a period of 3 years and extendable for further period of three years. The scheme was launched by Government of India in July, 2012 with a view to promoting large scale manufacturing in the Electronics System Design & Manufacturing (ESDM).

- IFCI has played a pivotal role in institutional development and promoted various organizations viz. Tourism Finance Corporation of India (TFCI), Assets Care & Reconstruction Enterprise Ltd (ACRE), Infrastructure Development Finance Company Limited (IDFC), Power Trading Corporation of India Ltd. (PTC), Clearing Corporation of India Ltd. (CCIL), GIC Housing Finance Ltd, State Trading Corporation of India Limited (STCI), North Eastern Development Finance Corporation Ltd (NEDFi), The OTC Exchange Of India (OTCEI), ICRA Ltd. (formerly known as Investment Information and Credit Rating Agency of India Limited (IICRA India)) , National Stock Exchange (NSE), Stock Holding Corporation of India Limited (SHCIL), Technical Consultancy Organizations (TCOs) and social sector institutions like Rashtriya Gramin Vikas Nidhi (RGVN), Management Development Institution (MDI) and Institute of Leadership Development (ILD).
- Diversified activities through subsidiaries and associates into infrastructure development in the form of residential and commercial space, broking, venture capital, financial advisory, stock broking, depository services and factoring, etc.

### **Subsidiaries**

IFCI has the following six subsidiaries: -

1. Stock Holding Corporation of India Ltd. (SHCIL)
2. IFCI Infrastructure Development Ltd. (IIDL)
3. IFCI Venture Capital Fund Ltd. (IVCF)
4. IFCI Factors Ltd. (IFL)
5. IFCI Financial Services Ltd. (IFIN)
6. MPCON Ltd.

### **Step Down Subsidiaries**

Seven step down subsidiaries incorporated under Companies Act, 1956 include:

1. IIDL Realtors Pvt. Ltd.
2. IFIN Securities Finance Limited
3. IFIN Commodities Limited
4. IFIN Credit Limited
5. SHCIL Services Limited
6. StockHolding Document Management Services Limited
7. StockHolding Securities IFSC Limited

### **Associates**

IFCI has one Associate company, viz. KITCO Ltd. which is a Technical Consultancy Organization, incorporated under the Companies Act, 1956 :-

Besides the above,

Government of India has entrusted the responsibility of management of a Venture Capital Fund for Schedule Castes. The same is being managed by a Subsidiary of IFCI viz., IFCI Venture Capital Funds Ltd. This fund is an Alternate Investment Fund, with an aim to promote entrepreneurship among the Scheduled Castes (SC) and to provide concessional finance to them. The fund has been operationalized, with contribution of Rs.326 crore from GOI and commitment of Rs.50 crore from IFCI.

**Details of IFCI's Products and Services are available on our website [www.ifcilt.com](http://www.ifcilt.com).**

## **7. Our Customers**

Corporates spanning across varied industries /sectors, including infrastructure, manufacturing, services, real estate, agro-based and other diversified sectors.

## 8. What we expect from our Customers

- To be honest in declaration and submission of information, as and when required.
- To help comply with the stipulated regulatory requirements under Know Your Customer and Anti Money Laundering (AML) guidelines.
- To utilize the loans/financial assistance only for the purpose they have been provided for.
- To be sincere in abiding by the terms and conditions of the financial assistance provided.
- To place grievances, if any, through our Grievance Redressal System, placed on our website, for being addressed by us.
- To provide valuable feedback on our services to enable us to continuously improve and embark upon new initiatives.

## 9. Code of Ethics

- To provide services in a professional, efficient, and courteous manner;
- Not to discriminate on the basis of religion, caste, sex, descent or any of them;
- To be fair and honest in advertisement and marketing of our Products;
- To attempt in good faith to resolve any disputes or differences with customers by setting up Grievances Redressal Cell within the organization;
- To comply with all the regulatory requirements in good faith.

## 10. Grievances Redressal System (GRS)

IFCI has provided for online registration of grievances on its website. Any anonymous complaints will however, not be entertained. The Online Grievance System would provide access to its customers, investors, employees (both present and former) for registering the complaint, tracking complaint status and receiving response from IFCI Ltd.

For Citizens' Charter of IFCI's subsidiary Companies and associate Companies, please refer to their respective websites as per details provided below :

### Subsidiaries-

1. Stock Holding Corporation of India Ltd. (SHCIL) - [www.shcil.com](http://www.shcil.com)
2. IFCI Infrastructure Development Limited (IIDL) - [www.iidlindia.com](http://www.iidlindia.com)
3. IFCI Venture Capital Funds Ltd. (IVCF) - [www.ifciventure.com](http://www.ifciventure.com)

4. IFCI Factors Limited (IFL) - [www.ifcifactors.com](http://www.ifcifactors.com)
5. IFCI Financial Services Limited (IFIN) - [www.ifinltd.in](http://www.ifinltd.in)
6. MPCON Limited - [www.mpconsultancy.org](http://www.mpconsultancy.org)

**Associates -**

1. KITCO Ltd. – [www.kitco.in](http://www.kitco.in)

**Investor Grievance Mechanism:**

- a) For any grievance related to the investments in equity, the investors are advised to approach the following Registrars (R & T A), by quoting their Folio No./DP & Client Id, for physical and demat holding respectively:-

MCS Share Transfer Agent Ltd.

F- 65, Okhla Industrial Area,

Phase I,

New Delhi 110 020

Telephone no. 011 41406149, 51 & 52

Email id 1: [admin@mcsregistrars.com](mailto:admin@mcsregistrars.com)

Email id 2: [helpdeskdelhi@mcsregistrars.com](mailto:helpdeskdelhi@mcsregistrars.com);

[Email id 3: helpdeskreply@mcsregistrars.com](mailto:helpdeskreply@mcsregistrars.com)

Fax no. 011 41709881

The investors can also get in touch with the following Nodal Officer, at IFCI:

**Nodal Officer**

Ms. Indu Bala Behl, Manager,

Investor Grievance Cell, IFCI Ltd.

IFCI Tower, 61, Nehru Place,

New Delhi – 110 019

Email : [indu.bala@ifcilttd.com](mailto:indu.bala@ifcilttd.com)

- b) For any grievance related to the investments in IFCI's bond/debenture, the investors are advised to approach the respective Registrars as per details given below :

Bond Series	Name of the R&TA	Address	Contact Person	Contact No	Email ID
Infra I & II	M/s Beetal Financial & Computers Services (P) Ltd.	BEETAL House, 3rd Floor, 99 Madangir, Behind LSC, New Delhi- 110 062	Shri S P Gupta/ Shri Sanjay Rastogi	011-29961281  /2/3	<a href="mailto:ifci@beetalfinancial.com">ifci@beetalfinancial.com</a> <a href="mailto:spgupta123@gmail.com">spgupta123@gmail.com</a> <a href="mailto:ifcibonds1@gmail.com">ifcibonds1@gmail.com</a> <a href="http://www.beetalfinancial.com">www.beetalfinancial.com</a>
Infra III, IV, V and IFCI NCDs Tranche I & II	Karvy Fintech Pvt Ltd.	Karvy Selenium Tower B, Plot # 31 & 32, Gachibowli, Financial District, Nanakramguda, Serilingampally, Hyderabad -500 032	Shri Umesh Pandey/  Shri Rajshekar Polishetty	040-6716 1500  040-67161595  040-67161589  1800-3454-001	<a href="mailto:umesh.pandey@karvy.com">umesh.pandey@karvy.com</a> <a href="mailto:einward.ris@karvy.com">einward.ris@karvy.com</a> <a href="mailto:polishetty.rajshekar@karvy.com">polishetty.rajshekar@karvy.com</a> <a href="http://www.karvyfintech.com">www.karvyfintech.com</a>
Sub-Bonds Series I & III	Link Intime India Pvt. Ltd.	C-10, 247 Park LBS Marg,  Vikshroli (West), Mumbai- 400 083	Shri Dhanaji Jhodhale	+91 22 49186270   Extn: 2394 / 2105	<a href="mailto:Bonds.helpdesk@linkintime.co.in">Bonds.helpdesk@linkintime.co.in</a>

In the event of non-satisfactory resolution, the bond/debenture investors are requested to approach the following Nodal Officers, who shall address the grievance within 7 Business Days:

**Bond-wise Details of Nodal Officers in IFCI are as under:**

- In respect of Infra Bonds & Public NCDs:  
Smt. Chhavi Singhal, DGM  
Email: [bondscomplianceofficer@ifcilt.com](mailto:bondscomplianceofficer@ifcilt.com), [ifcipublicissue@ifcilt.com](mailto:ifcipublicissue@ifcilt.com)
- In respect of Infra Bonds, Tier II Bonds and family Bonds:  
Shri Ashutosh Verma, AM  
Email: [infrabonds@ifcilt.com](mailto:infrabonds@ifcilt.com), [ifcitier2bonds@ifcilt.com](mailto:ifcitier2bonds@ifcilt.com), [familybonds@ifcilt.com](mailto:familybonds@ifcilt.com)
- In respect of other Bonds:  
Shri. K.P. Jarodia, Manager  
Email: [ppbonds@ifcilt.com](mailto:ppbonds@ifcilt.com)

The Grievance would be acknowledged within 3 Business Days. In the event of grievance not being resolved within 7 Business days, the investors may contact the Compliance Officer, as under:

Ms. Chhavi Singhal, DGM

Email: [bondscomplianceofficer@ifcilttd.com](mailto:bondscomplianceofficer@ifcilttd.com)

### **Right to Information Act 2005:**

In IFCI, Central Public Information Officer (CPIO) / Central Assistant Public Information Officers (CAPIO) and Appellate Authority have been nominated to deal with applications received under Right to Information (RTI) Act. Information is provided to the applicants within the prescribed time limit. The applicants, who are not satisfied with the information provided, or have not received the information in time, can prefer appeal before the Appellate Authorities within the prescribed time schedule. The names and other requisite details regarding the CPIO/CAPIO's and Appellate Authority are posted on the website of IFCI and updated as and when any changes are made.

### **Our Address**

IFCI Ltd.

IFCI Tower

61 Nehru Place

New Delhi - 110019

Website : [www.ifcilttd.com](http://www.ifcilttd.com)

Telephone: +91-11-41792800, 41732000, 26487444, 26487622

Fax No. : +91-11-26230201



**IFCI has regional offices at the following locations: -**

<b>Regional Offices</b>		
<p><b>IFCI Ahmedabad Office</b></p> <p>501, IFCI Bhawan, Near Lal Bunglow, C.G. Road, Navrangpura, Ahmedabad, PIN - 380 006 Telephone : 079-26405984/ 26445376 Fax : 079-26404980</p>	<p><b>IFCI Bengaluru Office</b></p> <p>IFCI Bhawan, 4th Floor, No. 2, Cubbonpet Main Road, N. R. Square (Hudson Circle), Bengaluru, PIN - 560 002 Telephone : 080-22210882 Fax : 080-22271802</p>	<p><b>IFCI Chennai Office</b></p> <p>Continental Chambers (2nd Floor) 142 M G Road, Nungambakkam, Chennai PIN - 600 034 Telephone : 044-28334110 /11 Fax : 044-28334109</p>
<p><b>IFCI Hyderabad Office</b></p> <p>Taramandal Complex (8th Floor), 5-9-13 Saifabad, Hyderabad, PIN - 500 004 Telephone : 040-66623642/43/44 Fax : 040-23241138</p>	<p><b>IFCI Kolkata Office</b></p> <p>Chatterjee International Center (3rd Floor) 33-A, Jawaharlal Nehru Road, Kolkata, PIN - 700 071 Telephone : 033-22262672 Fax : 033-22171618</p>	<p><b>IFCI Mumbai Office</b></p> <p>Earnest House (9th Floor), NCPA Marg, Nariman Point, Mumbai, PIN - 400021. Telephone : 022-61293400 Fax : 022-61293440 /41</p>

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