

IFCI INFRASTRUCTURE DEVELOPMENT LIMITED
(CIN: U45400DL2007GOI169232)

Citizen's Charter

Vision & Mission

1. What we are

IFCI Infrastructure Development Limited (IIDL) is a public limited company incorporated on October 10, 2007 as a wholly owned subsidiary of IFCI Limited to venture into the real estate and infrastructure sector.

IFCI Limited, the holding company, was set up in 1948 as Independent India's first Development Financial Institution, as "The Industrial Development Corporation of India", a Statutory Corporation. In 1993, after repeal of the IFCI Act, IFCI became a Public Limited Company, registered under Companies Act, 1956. Currently, IFCI is a Government Company with Government of India holding 56.42% share in paid up capital of IFCI.

2. Vision

"To be a leading infrastructure and real estate Company and to contribute significantly in the development of the country and its economic growth."

3. Mission

To act as a competitive, customer-friendly and development oriented organization by adopting the best practices in industry and earn recognition by providing high-end services to the satisfaction of all the stakeholders.

4. We aim to 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.
- ✓ Commitment to devise a product mix offering which varies from one business/industry segment to another.
- ✓ To act fairly and reasonably in all our dealing with customers.
- ✓ Dealings with customers rest on ethical principles of integrity and transparency by providing clear information about product and services.
- ✓ Ensuring and maintaining privacy and confidentiality of the customer's data.

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 Infrastructure Development Limited and /or its subsidiary.

6. **Business of IIDL**

The primary business of IIDL is to carry out real estate and infrastructure activities viz. sale and purchase of real estate properties with or without development, construction of residential projects, Project Management Consultancy, etc. On the residential front, IIDL has successfully developed two projects viz. 21st Milestones Residency, Ghaziabad, Uttar Pradesh and IIDL Aerie at Panampilly Nagar, Kochi, Kerala.

IIDL was awarded a prestigious Financial City project spread over an area of 50 acres near Bengaluru International Airport, Karnataka for development. IIDL has developed the common infrastructure for said project and sub-leased the plots to Banks/Institutions for development.

Besides, IIDL has managed various prestigious assignments as Project Management Consultants like development of the campus of "Management Development Institute" at Murshidabad, West Bengal, "IFCI Bhawan" office complexes at Bengaluru and Ahmedabad for IFCI.

- In hospitality division, Serviced Apartments is being run in the name of IIDL Suites (erstwhile known as "Fraser Suites, New Delhi"). The project has Gold Standard, 9 storey and 92 luxurious Serviced Apartments comprising studios, one bedroom & two-bedroom suites. It offers an ideal living environment that will impress even the most tech-savvy guests.

Subsidiaries

IIDL Realtors Private Limited

IIDL Realtors Private Limited is a wholly owned subsidiary of IFCI Infrastructure Development Limited acquired in the year 2010 to strengthen its real estate venture. IRPL owns a Commercial property situated at Naman Centre, Bandra Kurla Complex (BKC), Mumbai.

7. **Our Customers**

Being an Infrastructure and Real Estate Company, our customers are Individuals and Corporates spanning across varied industries/ sectors.

8. What we expect from our Customers

- To be honest in declaration and submission of information, as and when required.
- To abide the terms and conditions of the contracts entered into with them.
- To maintain cordial relations with the staff of the company and provide valuable feedback on our services to enable us to continuously improve and embark upon new initiatives.
- To place grievances, if any, through our Grievance Redressal Portal, placed on our website, for being addressed by us.

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 Portal (GRP)

IIDL has provided a Grievance Redressal Portal on its website with contact details of Grievance Redressal Officer. Any anonymous complaints will be dealt as per the extant law.

Right to Information Act 2005:

In IIDL, Central Public Information Officer (CPIO) 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 Authority within the prescribed time schedule. The names and other requisite details regarding the CPIO and Appellate Authority are posted on the website of IIDL and updated as and when any changes are made.

Our Address:

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