

**SVM INFRAESTATE LIMITED**  
**(Formerly Known as SVM INFRAESTATE PRIVATE LIMITED)**  
**CIN: U45400UP2011PLC043395**

**GRIEVANCE REDRESSAL MECHANISM**

At **SVM Infraestate Limited**, we are committed to addressing any concerns or grievances raised by our stakeholders, including investors, customers, and employees, in a transparent and efficient manner.

**1. How to Raise a Grievance?**

If you have any complaints, queries, or concerns, you can reach out to us through the following channels:

 **Email:**

- General Queries: [info@svminfraestate.com](mailto:info@svminfraestate.com)
- Company Secretary (for investor-related grievances): [cs@svminfraestate.com](mailto:cs@svminfraestate.com)

 **Registered Office Address:**

**SVM Infraestate Limited (Formerly Known as SVM Infraestate Private Limited)**  
Flat No.-05, 2nd Floor, A Square Mall, Sarfabad, Sector-73, Noida-201307 (U.P.)  
GSTIN/UIN: **09AAPCS3813B1ZE**

 **Contact Number:** +91 8076858966

**2. Process of Grievance Resolution**

1. **Acknowledgment:** Your complaint will be acknowledged within **48 hours** of receipt.
2. **Investigation:** Our team will assess the issue and may reach out for further clarification.
3. **Resolution:** A final response or resolution will be provided within **15 business days** from the date of receipt.
4. **Escalation:** If you are not satisfied with the response, you may escalate the matter to the Board of Directors.

**3. Compliance and Regulatory Adherence**

We follow the provisions of the **Companies Act, 2013**, and applicable rules regarding investor protection and grievance handling.

For further assistance, feel free to contact us through the provided communication channels.