

**IFCI Ltd.**  
(CIN L74899DL1993GOI053677)  
**Citizen's Charter**

## **Vision & Mission**

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

IFCI Limited (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 IFC Act, IFCI became a Public Limited Company, registered under the Companies Act, 1956. **Currently, IFCI is a Government Company with Government of India holding 61.02% 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.
- By contributing in a big way towards '**Make in India**' and "**Digital 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).
  - d) appointed as the **Project Management Agency (PMA)** for the **Scheme for Promotion of Manufacturing of Electronics Components and Semiconductors (SPECS)** by Ministry of Electronics and Information Technology (MeitY), Government of India. The Scheme has an outlay of ₹3,285 crore and shall provide incentive of 25% on capital expenditure for eligible goods on reimbursement basis. The Scheme is open for applications initially for a period of 3 years up to 31/03/2023 and incentive will be available for investment made within 5 years from the date of acknowledgement of the application.

- e) IFCI Ltd. has also been appointed by **Ministry of Electronics and Information Technology (MeitY)** to act as the **Project Management Agency (PMA) for Production Linked Incentive Scheme (PLI) for Large Scale Manufacturing Scheme**, aimed at boosting domestic manufacturing and attract large investment in electronic value chain including electric component and semiconductor packaging. The Scheme has an outlay of ₹40,951 crore and shall extend incentive of 4% to 6% on incremental sales (over base year) of eligible goods manufactured in India.
- f) IFCI has been appointed as a Project Management Agency for two of its Schemes, by the Department of Pharmaceuticals (DoP), Ministry of Chemicals & Fertilizers as per details provided below :-
- (i) Promotion of Bulk Drug Parks. The objectives of the Scheme are as under: –
- (I) to promote setting up of bulk drug parks in the country for providing easy access to world class Common infrastructure Facilities (CIF) to bulk drug units located in the park in order to significantly bring down the manufacturing cost of bulk drugs and thereby make India self-reliant in bulk drugs by increasing the competitiveness of the domestic bulk drug industry and
  - (II) to help industry meet the standards of environment at a reduced cost through innovative methods of common waste management system.
- Three bulk drug parks will be supported under the scheme with total outlay of ₹3,000 crore for Five years duration from FY 2020-21 to FY 2024-25
- (ii) Promotion of Medical Devices Parks. The objectives of the Scheme are as under: –
- (I) Creation of world class infrastructure facilities in order to make Indian medical device industry a global leader.
  - (II) Easy access to standard testing and infrastructure facilities through creation of world class Common Infrastructure Facilities for increased competitiveness will result into significant reduction of the cost of production of medical devices leading to better availability and affordability of medical devices in the domestic market.
  - (III) Exploit the benefits arising due to optimization of resources and economies of scale
- Four Medical Devices Parks will be supported under the Scheme and the total financial outlay is ₹400 crore between the Scheme duration of 5 years from FY 2020-21 to FY 2024-25.
- g) IFCI Ltd. has been appointed as **Project Management Agency (PMA)** for 2 PLI schemes of DoP i.e. (a) Production Linked Incentive (PLI) Scheme for promotion of domestic manufacturing of critical Key Starting Materials (KSMs)/ Drug Intermediates (DIs)/ Active Pharmaceutical Ingredients (APIs) in India and (b) Production Linked Incentive (PLI) Scheme for Promoting Domestic Manufacturing of Medical Devices.

- i) **Production Linked Incentive (PLI) Scheme for promotion of domestic manufacturing of critical Key Starting Materials (KSMs)/ Drug Intermediates (DIs)/ Active Pharmaceutical Ingredients (APIs) in India** - The scheme has a tenure of 10 year (From FY 2020-21 to FY 2029-30) with an outlay of ₹6,940 crore and proposes to provide financial incentive on sale of 41 identified KSM/DI/API products (which covers 53 APIs), manufactured from Greenfield Project set-up under the Scheme. The rate of incentive ranges from 5% to 20% for different segments over the tenure of the scheme. The main objective of the scheme is to boost domestic manufacturing of identified KSMs, Drug Intermediates and APIs by attracting large investments in the sector and thereby reduce India's Import dependence in 53 critical APIs.
- h) **Production Linked Incentive (PLI) Scheme for Promoting Domestic Manufacturing of Medical Devices** - The Scheme has tenure of 8 years (FY 2020-21 to FY 2027-28) with an outlay of ₹3,420 crore. The Scheme shall extend incentive of 5% on incremental sales (over base year) of goods manufactured in India and covered under Target segments, for a period of five years i.e. from FY 2022-23 to FY 2026-27. The main objective of the scheme is to boost domestic manufacturing and attract large investments in the Medical Devices Sector.
- 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, Securities 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, an Alternate Investment Fund, has an aim to promote entrepreneurship among the Scheduled Castes (SC) and to provide concessional finance to them. The total Corpus under the fund as on December 31, 2020 is ₹576.18 crore, out of which IFCI has provided ₹66.96 crore (including ₹16.96 crore contribution through pooling of interest) and balance ₹509.22 crore (including ₹59.21 crore contribution through pooling of interest) has been provided by Ministry of Social Justice and Empowerment (MoSJE), Government of India (GoI).

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

**Link to file complaint:** <https://ifciltld.com/grievance/>

**Email ID:** [hod.ccd@ifciltld.com](mailto:hod.ccd@ifciltld.com)

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.mpcconsultancy.org](http://www.mpcconsultancy.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. Sharmila Chhikara, Assistant General Manager,  
Investor Grievance Cell, IFCI Ltd.  
IFCI Tower, 61, Nehru Place,  
New Delhi – 110 019  
Email : [sharmila.chhikara@ifcilttd.com](mailto:sharmila.chhikara@ifcilttd.com);

- b) **For any grievance related to IFCI's bond/debenture holders**, the bond/debenture holders 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 & Computer Services (P) Ltd.	BEETAL House, 3rd Floor, 99 Madangir, Behind LSC, New Delhi- 110 062	Shri S P Gupta/ Shri Sanjay Rastogi	011-29961281 /82/83	ifci@beetalfinancial.com spgupta123@gmail.com ifcibonds1@gmail.com www.beetalfinancial.com
Infra III, IV, V and IFCI NCDs Tranche I & II	KFin Technologies Private Limited	Selenium Tower B, Plot No. 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	umesh.pandey@kfintech.com einward.ris@kfintech.com polishetty.rajshakar@kfintech.com www.kfintech.com
Sub-Bonds Series I & III	Link Intime India Private Limited	C-101, 247 Park LBS Marg, Vikhroli (West), Mumbai - 400 083	Shri Dhanaji Jhondhale Shri Ajit Patankar	+91 22 - 49186060 Extn: 2106	<a href="mailto:Bonds.helpdesk@linkintime.co.in">Bonds.helpdesk@linkintime.co.in</a>
Family Bonds	<b>MCS Share Transfer Agent Ltd</b>	F-65, 1st, Floor, Okhla Industrial Area, Phase-I New Delhi-110 020	Shri BMS Negi Shri Narender Negi	Ph: +91 11 41406149/50/51	<a href="mailto:helpdeskdelhi@mcsregistrars.com">helpdeskdelhi@mcsregistrars.com</a> <a href="mailto:bonds@mcsregistrars.com">bonds@mcsregistrars.com</a>

In the event of non-satisfactory resolution, the bond/debenture holders 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, Tier II Bonds (Series I & III) and Family Bonds**:
  - Shri Ashutosh Verma, AM
  - Shri Rajesh Singaria AGM

Email: [infrabonds@ifcilttd.com](mailto:infrabonds@ifcilttd.com), [ifcublicissue@ifcilttd.com](mailto:ifcublicissue@ifcilttd.com), [ifcitier2bonds@ifcilttd.com](mailto:ifcitier2bonds@ifcilttd.com)  
and [familybonds@ifcilttd.com](mailto:familybonds@ifcilttd.com)

- In respect of other Private Placement Bonds and Tier II Bonds (Series II, IV & V):



- Shri. K.P. Jarodia, AGM  
Email: [ppbonds@ifcilttd.com](mailto:ppbonds@ifcilttd.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 Bonds 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>IFCI Chennai Office</b> Continental Chambers (2nd Floor) 142 M G Road, Nungambakkam, Chennai PIN - 600 034 Telephone : 044-28334110 /11 Fax : 044-28334109	<b>IFCI Hyderabad Office</b> Taramandal Complex (8th Floor), 5-9-13 Saifabad, Hyderabad, PIN - 500 004 Telephone : 040-66623642/43/44 Fax : 040-23241138
<b>IFCI Kolkata Office</b> Chatterjee International Center (3rd Floor) 33-A, Jawaharlal Nehru Road, Kolkata, PIN - 700 071 Telephone : 033-22262672 Fax : 033-22171618	<b>IFCI Mumbai Office</b> Earnest House (9th Floor), NCPA Marg, Nariman Point, Mumbai, PIN - 400021. Telephone : 022-61293400 Fax : 022-61293440 /41

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