ESCALATION MATRIX

Types of Escalation	Level 1 Escalation	Level 2 Escalation	Level 3 Escalation
Qualitative Issues Pertaining to Valuation Report Valuation reports not being up to the satisfactory level.	Mithu / Vedant	Sajjad	Samir Jasuja / Sachin Sandhir
TAT Issues The Turn Around Time frequently exceeding the promised timelines.	Mithu / Vedant	Sajjad	Samir Jasuja / Sachin Sandhir
Quantitative Issues Pertaining to Valuation Report Discrepancy in valuation of the case either being Too High/ Too Low.	Mithu	Sahil Patil	Samir Jasuja / Sachin Sandhir
Corruption Issues Valuer Asking for Bribe and undertaking unethical practices.	Vedant	Sajjad	Samir Jasuja / Sachin Sandhir
Unresponsive RTM/ PropEdge Team Not Reachable.	Vedant	Sajjad	Samir Jasuja / Sachin Sandhir
Argumentative & Giving Unsatisfactory Justification Reasoning provided is weak, unclear, or insufficient to support the argument convincingly.	Mithu / Vedant	Sajjad	Samir Jasuja / Sachin Sandhir

ANNEXURES

Escalation Level	Name	Designation	Email ID	Contact Number
Level 3	**Sachin Sandhir**	**CEO**	sachin.sandhir@propedge.in	+91 95992 33099
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	Mohammad Sajjad	**A.V.P. Operations**	mohammad.sajjad@propequity.in	+91 99715 39144
Level 1	**Mithu Gogoi**	**Manager Operations**	mithu.gogoi@propedge.in	+91 81303 24163
	Vedant Jhawar	**Business Analyst**	vedant.jhawar@propequity.in	+91 95992 18670