

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	Niraj / Sajjad	Samir Jasuja / Sachin Sandhir
TAT Issues The Turn Around Time frequently exceeding the promised timelines.		Mithu / Vedant	Niraj / 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	Niraj / Sajjad	Samir Jasuja / Sachin Sandhir
Unresponsive RTM/ PropEdge Team Not Reachable.		Vedant	Niraj / Sajjad	Samir Jasuja / Sachin Sandhir
Argumentative & Giving Unsatisfactory Justification Reasoning provided is weak, unclear, or insufficient to support the argument convincingly.		Mithu / Vedant	Niraj / Sajjad	Samir Jasuja / Sachin Sandhir
ANNEXURES				
Escalation Level	Name	Designation	Email ID	Contact Number
Level 3	Samir Jasuja	CEO	samir@propequity.in samirjasuja@gmail.com	+91 98111 67878
	Sachin Sandhir	Director	sachin.sandhir@propequity.in	+91 95992 33099
Level 2	Sahil Patil	Director	sahil.patil@propedge.in	+91 92233 92727
	Niraj Tiwari	A.V.P. Business Development	niraj.tiwari@propedge.in	+91 97735 19961
	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