

continuity planning (BCP) for the processes provided under the scope of Services herein.

## 20. Grievance Redressal

Any complaints, abuse or concerns with regards to assistance services and or comment or breach of terms shall be immediately informed to toll free contact information provided on the service contract copy. in case issue needs to be escalated then the Designated Grievance Officer for grievances redressal is as mentioned below can be contacted via writing through email signed with the electronic signature at [info@indicosmic.com](mailto:info@indicosmic.com) OR write at the below address:-

**Mr. Linto Francis**

**Grievance Redressal Officer**

Indicosmic Capital Pvt. Ltd.; 318, 3rd Floor, Summit-Business Bay, Behind Gurunanak Petrol Pump, Off AndheriKurla Road, Beside Magic Bricks WEH metro stn., Andheri (E), Mumbai-400093.

**Tel. No. +9122 2088 0555**

**21. GOVERNING LAW & DISPUTE RESOLUTION:** This Agreement shall be governed by and interpreted in accordance with Indian law. Any Disputes, arising under or in relation to this Agreement if any, shall be referred to the a sole arbitrator to be appointed by ICPL both Parties in accordance with the (Indian) Arbitration and Conciliation Act, 1996 or any amendment thereto. Venue of arbitration and hearings shall be Mumbai, India.

**IN WITNESS WHEREOF**, the Parties have caused this Agreement to be duly executed and delivered as of the day and year first above written:-

**For MG MOTORS**

For Managing Partner

**For Indicosmic Capital Private Limited**

Name: MURALI SUBRAMANIAM

**Mr. Amit Deep**

Designation: Managing Director

**Chief Operating Officer**

Witness 1) 

Witness 2) \_\_\_\_\_