



504/504A, Nirmal Ecstasy,  
5th Floor, J.S.Dosa Road,  
Mulund (West), Mumbai 400 080.

## GRIEVANCE REDRESSAL POLICY

## **Grievance Redressal Policy:**

### **1. Introduction:**

In the present competitive scenario excellence in customer service is the most important tool for sustained business growth, customer complaints are part of the business life of any corporate entity. This is more so for Housing Finance Company because they are service organizations. As a service organization, customer service and customer satisfaction should be the prime concern of any HFC. This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism apart from focusing on prompt redressal of customer complaints and grievances. The review mechanism should help in identifying defects and shortcomings in product features and service delivery. The purpose of this document is to define consumer grievance redressal policy for our Company in accordance with the NHB directions.

### **2. Objective for the Policy:**

- To promote good and Fair Practices by setting minimum standards in dealing with customers.
- To increase transparency, so that, customers can have better understanding of what they can reasonably expect of the services.
- Provide Prompt and Responsive Complaint Resolution to the Customers.
- Ensure Objectivity in the complaint handling process.
- Ensure adherence to all relevant Regulatory and Statutory requirements as mandated by NHB and mentioned in the Grievance redressal policy.
- Ensure visibility and accessibility of complaint handling process to all complainants.
- Ensure confidentiality of Complainants information unless required for addressing the complaint.

### **3. Grievances Redressal procedure:**

#### **Step 1**

Please visit to the nearest India Home Loan Limited (IHLL), Branch and submit your complaints/grievance get your complaint logged in the "Complaint & Grievance Register" maintained at the branches (During the working hours from 10:30 A.M to 6:30 P.M)  
The company will respond to the complaints received within 15 working days.

## **Step 2**

If customer is still not satisfied with the resolution received or don't receive any response within 15 working days they can write mail to the Principal Officer of the Company as under:

### **Principal Officer**

India Home Loan Limited  
504, Nirmal Ecstasy, Jatashankar Dossa Road,  
Mulund (West)  
Mumbai- 400 080.  
Mail: [customercare@indiahomeloan.co.in](mailto:customercare@indiahomeloan.co.in)

## **Step 3**

If compliant still remains unresolved, customer may directly approach the regulatory authority of Housing Finance Companies, National Housing Bank for redressal of the complaints at below address:

**National Housing Bank,  
Department of Regulation and Supervision,  
(Complaint Redressal Cell)  
4th Floor, Core- 5A,  
India Habitat Centre, Lodhi Road, New Delhi – 110 003**

#### **4. Mechanism to handle customer complaints and grievances:**

- a) The company will form Grievances Redressal committee comprising of Principal Officer and Two Senior officer of the company.*

The committee will involve themselves in formulation of policies required from time to time. Evaluate feedback on quality of customer service received from various quarters. They would also review comments/feedback on customer service and implementation of commitments in the Fair Practices code.

- b) Principal officer to handle complaints and grievances.*

Principal Officer will be responsible for the implementation of customer handling for the entire Company. At Branches, Branch Managers will be designated officers to handle complaint/grievances in respect of their branches. The name and contact details of Principal officer will be displayed on Branch notice boards and Company website.

**c) Resolution of Grievances**

Branch Manager is responsible for the resolution of complaints/grievances in respect of customer's service by the Branch. He/she would be responsible for ensuring closure of all complaints received at the Branches. It is his/her foremost duty to see that the complaint should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then he/she should be provided with alternate avenues to escalate the issue. If the Branch Manager feels that it is not possible at his level to solve the problem, he can refer the case to Head Office for guidance.

**d) Upload at GRIDS**

Complaint has to be replied and uploaded on GRIDS by Principal Officer within 10 working days from the date of receipt of the complaint. Specific time schedule may be set up for handling complaints and disposing them at all levels including branches. Branch Manager should try to resolve the complaint within specific time frames. Communication of our stand on any issue to the customer, is a vital requirement. Complaints received which would require some time for examination of issues involved, should invariably be acknowledged promptly. Branches must send action taken report on complaints received to the Head Office at the end of every month.

**e) Interaction with customers**

The company recognizes that customer's expectation/requirement/ grievances can be better appreciated through personal interaction with customers by our staff. Many of the complaints arise on account of lack of awareness among customers about our services and such interactions will help the customers appreciate our services better. Also, the feedback from customers would be valuable input for revising our product and services to meet customer requirements.

**f) Sensitizing operating staff on handling complaint (training)**

Staff would be properly trained for handling complaints. It would be the responsibility of the Principal Officer to ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels. They should give feedback on training needs of staff.

**g) Modification of Policy**

*Grievances Redressal committee* of company provide for periodical review of the Policy due to changes in Regulations or Directions issued from time to time by National Housing Bank.

