

GRIEVANCE REDRESSAL POLICY AND MECHANISM

Grievance Redressal Policy:

1. Introduction:

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. Further, this document is defining customer grievance redressal process for the Company in accordance with the NHB and RBI 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. CUSTOMER GRIEVANCE REDRESSAL COMMITTEE

IHLL has formed a Customer Grievance Redressal Committee consisting of the following members:

- a) Executive Director
- b) Chief Financial Officer
- c) Manager Operation,
- d) Manager Credit & Risk,

The quorum shall be 3 members, present including the Chairman and committee can invite any other functional head to attend the meeting and the Meeting to be held as and when required.

The Committee has the following functions:

- Regularly review the position of complaints received and the action taken of various complaints.
- Evaluate the type of customer complaints received on a quarterly basis and work towards reduction of such complaints with process simplification/streamlining.

- Ensure all regulatory compliances regarding customer grievances are followed and implemented.
- Ensure the TAT/timelines for closure of complaints is followed/adhered to
- Review unresolved complaints and offer their advice/correction action on such cases.
- Quarterly reporting to the Board.

4. Grievances Redressal procedure:

Step 1

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

Step 2

If customer is 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

Details of first Point of Contacts (PoCs) /Nodal Officers of IHLL for grievances

India Home Loan Limited, 504, Nirmal Ecstasy, 6th Floor, Jatashankar Dossa Road, Mulund (west), Mumbai - 400 080

Mrs.Sandhya Dhobale, Manager Accounts

sandhya@indiahomeloan.co.in, 022-25683353

Step 3

If complaint 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**

Complaint Cell Against HFCs

- **Grievance Redressal Mechanism/Structure:**

1. National Housing Bank (NHB) has set up a Complaint Redressal Cell (CRCELL) in the Department of Supervision (DoS), which mainly caters to the complaints received against the HFCs. NHB has developed its Portal for Grievance Redressal known as Grievance Registration & Information Database System (GRIDS) which facilitates online registration and tracking of complaint for the complainant.
2. The Complainants who have deposit/loan related complaints against HFCs are advised to approach the concerned HFC in the first instance for redressal of their grievances. If they do not receive response from the HFC within a reasonable period of time say 30 days or are dissatisfied with the response of the HFC, they may approach the Complaint Redressal Cell of National Housing Bank.
3. The Complaint needs to be registered with <https://grids.nhbonline.org.in>. The Complaint can also be sent through post in the following Address in the format (https://nhb.org.in/citizencharter/Complaint_form.pdf) which will be subsequently registered over GRIDS by CRCELL. (compliant form enclosed as ANNEX A in this policy)
4. The compliant Redressal Policy issued by the National Housing Bank is available at the [NHB's official website](#).

5. Mechanism to handle customer complaints and grievances:

IHLL strives to provide quality services & make the customer satisfied within the framework of the Regulatory Norms, Board/Top Management approved policies, processes & procedures. IHLL operates in a decentralized manner wherein each branch is under control of Branch in charge, who reports to the Regional Head, who in turn reports to Corporate Office respective Functional Heads. The company will maintain the record of the complaint received at HO and resolve the same within predefined timelines.

PUBLICATION OF GRIEVANCE REDRESSAL PROCEDURE

The Company shall inform its customers where to find details of the Company's procedure for handling complaints fairly and quickly. The Company shall clearly display in all its offices / branches and on its website the grievance redressal procedure (e-mail id and other contact details at which the complaints can be lodged, turnaround time for resolving the issue, matrix for escalation, etc.) for lodging the complaints by the aggrieved borrower.

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 In charge 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.

Resolution of Grievances

Branch In charge 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.

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.

Training operating staff on handling complaint

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.

Annexure-A
FORM OF COMPLAINT
(To be filled up by the complainant)

To,
Complaint Redressal Cell
Department of Regulation and Supervision,
National Housing Bank,
Core 5 A, India Habitat Center,
Lodhi Road, New Delhi – 110 003

Dear Sir/Madam Sub: Complaint against HFC/ NHB (if HFC, please specify name) *

1. Name of the Complainant/s * :

2. Full Address of the Complainant/s * :
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..... Pin Code :Phone No./ Fax
No. :Email :

3. Date of Birth/ PAN No./ Aadhar No./ Driving license No./ Passport No./ Voter Id No./ Identity
Card No./ (Any one) * :
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4. Full address of the concerned branch/ office of the HFC/NHB :
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..... Pin Code : Phone No./
Fax No. :

5. Brief particulars of Complaint (along with concerned deposit/ loan account No.) * :
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6. Date of representation made to the HFC/NHB and reminder, if any of the same : (Please enclose
a copy of the representation)
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7. Whether any reply has been received from the HFC/NHB? Yes/ No (if yes, please enclose a copy
of the reply) 8. If the Complainant is not satisfied with the reply, give brief reasons thereof :
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9. List of documents enclosed (Please enclose a copy of relevant documents).

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..... Yours faithfully, (Signature of
Complainant) * Note: The fields marked with asterisk (*) are compulsory and incomplete filled in
form may not be taken up as complaint.