

Policy Name:	<u>Customer Grievance Mechanism</u>
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Owner / Department:	Credit Department
Reviewed and Approved by:	Board of Directors
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The modifications/additions have been marked in Bold & underlined)

Customer Grievance Mechanism

Introduction

New Habitat Housing Finance & Development Limited (NHHFDL) is a Housing Finance Company duly constituted under the provisions of Companies Act, 1956 and granted license by National Housing Bank (NHB) for doing Housing Loan business. At times, it may happen that the customers of the company may have complaints regarding the services or other related issues. The Policy intends to create that the mechanism for grievance redressal for its customers for timely resolution of complaints.

1. Scope of this Policy

The objective of this Policy is to provide an efficient and effective grievance Redressal mechanism to the customers of NHHFDL.

The Grievance Redressal Mechanism put in place aims to provide a simple, speedy and cost effective mechanism to the aggrieved parties.

The escalation provided is to sensitize that the concerned higher up/s in NHHFDL is/are made aware of the grievance of the aggrieved party and take a considered view in the matter. However, this is in no way a substitute to the existing judicial or quasi-judicial forum/s available to the aggrieved person to get his grievance adjudicated or redressed.

2. Coverage of the Policy

The Policy covers the grievance of the customer of NHHFDL who may approach the offices of the company for the resolution of their complaints.

3. Grievance Redressal Process for the complainants

- **Submission of complaint:** Aggrieved customer of NHHFDL may submit his/her complaint in writing to the nearest branch of the company. He may also visit personally to any branch for submission of the complaint. The concerned branch will give an acknowledgement for the complaints received from the customer.
- **Online/Telephonic lodging of complaints:** The customers of NHHFDL may also lodge their complaints on the website portal of the company at www.savehfl.in or may access the customer care for their grievance for lodging the complaint.
- **Redressal of the complaints:** The complaint will be examined for the prima facie fitness and thereafter will be forwarded to the concerned department for further action.
- **Time Frame:** It will be the endeavor of NHHFDL for timely resolution of the complaints. The company has provided an escalation matrix for timely resolution of the complaints of the customers.

After examining the matter, an HFC shall send the customer its final response or explain why it needs more time to respond and shall endeavour to do so within six weeks of receipt of a complaint and he/ she should be informed how to take his/ her complaint further if he/ she is still not satisfied.

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4. Grievance Mechanism Escalation Matrix:

- **Step I:** Please visit to the nearest New Habitat Housing Finance & Development Limited (NHHFDL), Branch and submit your complaints/grievance get your complaint logged in the “Complaint & Grievance Register” maintained at the branches (During the working hours from 9:30 A.M to 6:00 P.M). We will respond to your complaint in 7-15 working days. **Alternatively, please lodge your complaints/grievance online on the website portal of the company at www.savehfl.in submit complaint via mail at info@newhabitat.in or telephonically to the customer care at +91 120 4180500 (operational from 9:30 AM to 6:00 PM from Monday to Friday). We will provide you with a complaint reference number within 72 hours.**
- **Step II:** If you are still not satisfied with the resolution you receive, or you don't receive any response within 15 working days you can write, mail, fax or call to the Nodal Officer of the company: -
Mr. Kunal Sahdev,
Nodal officer, SHFL
Unit No. 761, 7th floor, Vegas Mall, Plot no. 06, Sector-14 Dwarka, New Delhi-110075
E-Mail ID: Kunal.sahdev@newhabitat.in
Mobile: 9810370618
Fax:

After examining the matter, we shall send the customer our final response or explain why it needs more time to respond and shall endeavor to do so within 15 working days.

- If your complaint still remains unresolved, you may directly approach the regulatory authority of Housing Finance Companies, National Housing Bank for redressal of your 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
The complaint can also be e-mailed at: crcell@nhb.org.in
- In case the Borrower is still not satisfied with the response, the Borrower may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaint through Online mode at the link <https://grids.nhbonline.org.in>

5. Closure of Complaints

The complaint shall be considered as disposed-off and closed when:

- NHHFDL have acceded to the request of the complainant fully;
- Complainant has indicated acceptance of the response of the NHHFDL in writing;
- Complainant has withdrawn the complaint, in writing;
- Complainant has not responded to NHHFDL within four weeks from the date of reply by NHHFDL.

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Process of Complaints Lodging and Its redressal

