

### **Grievance Redressal Mechanism**

The cardinal aim of SHCL's "**Customer Grievance Redressal Mechanism**" is to minimize occurrence of customer complaints and grievances by putting in place, proper service delivery mechanism followed by prompt redressal of customer complaints and grievances. Needless to mention, the entire exercise must undergo periodical review to assess shortcomings (if any) and to resolve limitation that are determined, all with the sole objective of ensuring enhanced customer satisfaction. It is also essential to ensure that customers are redressed in a just and fair manner within the given framework and regulations as a "satisfied customer", which is the most essential tool that can facilitate, sustained business growth.

The mechanism guides the customer(s) who intends to lodge a complaint by providing necessary guidance complaint on the steps to be initiated by the person (customer) if he/she is unhappy with the outcome / service rendered.

#### **Key Commitments:**

The key commitments which the Company assures to follow in its dealings with its customers are:

- a) To act fairly and reasonably in all dealings with its customers by ensuring that:
  - Its products, services, procedures and practices meet with the commitments and standards as set in the Fair Practices Code and as covered in the Most Important Terms & Conditions (MITC);
  - Its products and services meet relevant laws and regulations, as applicable;
  - Its dealings with its customers rest on ethical principles of honesty, integrity and transparency;
- b) The Company will assist customers in understanding how its financial products and services work by:
  - Providing information about them in simple Hindi and/or English and/or the local (vernacular) language;
  - Explaining its financial implications;
  - Helping the customer choose the one that meets his/her needs.
- c) The Company will make honest attempt to ensure that its customers have a hassle-free experience in dealing with it, but in case of error or commissions and omissions, the Company will deal with the same on priority basis:
  - Mistakes will be corrected expeditiously;
  - Complaints will be handled on priority basis;
  - In case a customer is not satisfied with the way a complaint is handled, the company will guide the customer on how to escalate the complaint forward;
  - The Company will reverse any charges including interest applied to a customer's account due to error or oversight on its part.

**Modes of Raising Complaint:**

The customer may raise/lodge complaint in writing, orally (over telephone) and electronically/digitally.

1. **Walk in at Branch:** All branches of SHCL compulsorily maintain “**Customer Complaint Register**”. The customer may approach the branch official within the working days/hours to register a complaint in the register. Additionally, written complaints may be handed over at the branch or sent by post/courier (which on receipt will be appropriately recorded in the register);
2. **Telephonic:** As a separate mode of registration of grievance, customer can call the landline telephone of the concerned branch/region within office hours to register his/her/their complaint, orally.
3. **Electronic Mail:** The customers may raise a complaint through mail:

**Email us at: [info.saharahousingfina@sahara.in](mailto:info.saharahousingfina@sahara.in)**

*(Please ensure mention the Loan Account Number and/or Application Number alongwith Contact Number in all the modes of raising of complaint)*

It will be our sincere endeavor to resolve your query/grievance within 7 (seven) working days of receiving your letter or email or telephonic information at the branch level. If we are unable to resolve your query within 7 (seven) working days then we would explain you the reason why the Company would need more time to respond.

**IN THE EVENT, THE CUSTOMER IS NOT SATISFIED WITH THE RESPONSE OR IN CASE OF DELAY, PLEASE FOLLOW THE BELOW LISTED STEPS TO TAKE YOUR GRIEVANCE FORWARD;**

**STEP 1:**

In case you are not satisfied with the response from our Branch level, you can write/approach to the Region Business Head (RBH) of your region/branch. The name & contact detail of your RBH is available in the Branch on demand and also displayed on the Notice Board.

**STEP 2:**

If you are still not satisfied, you can write to the **Corporate Manager – Corporate Affairs**, Sahara Housingfina Corporation Limited, 46 Dr. Sundari Mohan Avenue, Kolkata – 700 014, West Bengal, Landline: +913322890148 / 6708, Email: [vivek.kapoor@sahara.in](mailto:vivek.kapoor@sahara.in);

Alternatively, you can also write to the **Chief Executive Officer (Nodal Officer)**, Sahara Housingfina Corporation Limited, 46 Dr. Sundari Mohan Avenue, Kolkata – 700 014, West Bengal, Landline: +913322890148 / 6708, Email: [dhrubajyoti.bagchi@sahara.in](mailto:dhrubajyoti.bagchi@sahara.in)



**STEP 3:**

**ESCALATION TO REGULATOR, NATIONAL HOUSING BANK (NHB):**

If you do not receive response from the Company within 30 days of your complaint or are dissatisfied with the response received then you may approach our regulator, NHB at the following address:

**National Housing Bank, Department of Regulation & Supervision (Complaint Redressal Cell) 4th Floor, Core 5A, India Habitat Centre, Lodhi Road, New Delhi-110 003.** Such complaint may also be e-mailed at <https://grids.nhbonline.org.in>

**Resolution of Grievances:**

The respective Branch Head (BH) at the branch and/or Region Business Head (RBH) of the branch is/are responsible for the resolution of complaints/grievances in respect of customer service. The said designated official(s) would be responsible for ensuring closure of all complaints received at the branches.

It is their foremost duty to see that the complaint should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then they should guide with alternative avenues to escalate and/or resolve the issue. If the BH/RBH feels that it is not possible for them to solve the problem, he/she may refer the case to the next level for resolution.

**Time frame:**

If a complaint is received from a customer in writing, the company shall ordinarily send an acknowledgment/response within a week.

If the complaint is relayed over phone at our designated branch/region office, the customer shall be kept informed about the progress and the issue will be resolved within a reasonable period of time.

After examining the matter, the Company will send final response or explain why the Company needs more time to respond and shall endeavour to do so maximum within 30 days of receipt of complaint and shall inform the customer mechanism to take the complaint further, if he/she is still not satisfied.

Sd/-  
(D. J. Bagchi)  
CEO

Place: Kolkata  
Date: 01/01/2019