



SAHARA HOUSINGFINA CORPORATION LIMITED
(CIN No.L18100WB1991PLC099782)

CUSTOMER GRIEVANCE REDRESSAL MECHANISM

1. Introduction

The above mechanism adopted by the Company as a Policy in accordance with the regulations/directions issued in public interest by the Reserve Bank of India and aptly covered in **Para 77.1 (Responsibility of Board of Directors) read with Para 78 (Compliant and Grievance Redressal) of the Master Direction - Non-Banking Financial Company – Housing Finance Company (Reserve Bank) Directions, 2021** notified vide RBI/2020-21/73 DOR.FIN.HFC.CC.No.120/03.10.136/2020-21 dated 17/02/2021” and all amendments thereafter (*hereinafter referred to as “RBI-HFC Directions, 2021.”*).

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. Besides, 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(s) rendered.

2. Key Commitments

The key commitments SHCL assures to follow in its dealings with its customers are:

- i) To act fairly and reasonably in all dealings with its customers by ensuring that:
 - a) 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);
 - b) Its products and services meet relevant laws and regulations, as applicable;
 - c) Its dealings with its customers rest on ethical principles of honesty, integrity and transparency;
- ii) To assist customers in understanding how its financial products and services work by:
 - a) Providing information about them in simple Hindi and/or English and/or the local (vernacular) language;
 - b) Explaining its financial implications;
 - c) Helping the customer choose the one that meets his/her needs.
- iii) To make an 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:

Approved for implementation pursuant to review in the meeting of the Board of Directors of the Company held on November 07, 2023

- a) Mistakes will be corrected expeditiously;
- b) Complaints will be handled on priority basis;
- c) In case a customer is not satisfied with the way a complaint is handled, SHCL will guide the customer on how to escalate the complaint forward;
- d) SHCL will reverse any charges including interest applied to a customer's account due to error or oversight on its part.

3. Modes of Raising Complaint

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

- i) **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);
- ii) **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.
- iii) **Electronic Mail:** The customers may raise a complaint through mail at **info.saharahousingfina@sahara.in**

(Please ensure mention the Loan Account Number and/or Customer ID and/or Application Number along with the 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 ESCALATE/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 (*Refer the summarized procedural information for display regarding Customer Grievance Redressal Mechanism*).

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;

Approved for implementation pursuant to review in the meeting of the Board of Directors of the Company held on November 07, 2023



SAHARA HOUSINGFINA CORPORATION LIMITED

(CIN No.L18100WB1991PLC099782)

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

STEP 3 - ESCALATION TO REGULATOR, NATIONAL HOUSING BANK (NHB):

If you do not receive response from SHCL within **30 days of your compliant or are dissatisfied** with the response received then you may approach our supervisory authority 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>

4. 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 expedient 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.

5. Time frame

- i) If a complaint is received from a customer in writing, SHCL shall ordinarily send an acknowledgment/response within a week.
- ii) 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.
- iii) After examining the matter, SHCL will send final response or explain why it 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.

This updated/revised Policy/Mechanism shall come into immediate effect and shall supersede the previous "Grievance Redressal Mechanism" that was earlier approved by the Board of Directors of the Company in their meeting held on 13th November, 2021.

(D. J. Bagchi)
CEO

Place: Kolkata

Date: 09/11/2023

Approved for implementation pursuant to review in the meeting of the Board of Directors of the Company held on November 07, 2023



SAHARA HOUSINGFINA CORPORATION LIMITED

(CIN No.L18100WB1991PLC099782)

SUMMARIZED PROCEDURAL INFORMATION FOR DISPLAY REGARDING CUSTOMER GRIEVANCE REDRESSAL MECHANISM (w.e.f. 07/11/2023)

Modes of Raising Complaint

Walk in at Branch	Register complain in the Customer Complaint Register within the working days/office hours. Written complaints can be handed over at the branch or sent to us by post/courier;
Telephonic	Grievance can be registered orally by calling the landline telephone of the concerned branch/region;
Electronic Mail	Email us at: info.saharahousingfina@sahara.in

(Kindly mention the LAN/ Customer ID, and/or Application Number alongwith Contact Number)

SHCL will endeavor to resolve your query/grievance within **7 (seven) working days of receiving your letter or email or telephonic information**. In the event of failure to do so, we would explain to you the reason for seeking more time to respond.

Escalation of Grievance:

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 at: RBH – East: Shri S C Maitra, Mail ID: subesh.maitra@sahara.in ; RBH – West: Shri Sarvesh Kumar, Mail ID: sarvesh.kumar@sahara.in RBH – North: Shri Sarvesh Kumar, Mail ID: sarvesh.kumar@sahara.in RBH – South: Shri R N Singh, Mail ID: raghwendra.singh@sahara.in ;
STEP 2	If not satisfied with the response or in case of no reply, you can write to the Corporate Manager – Corporate Affairs , Sahara Housingfina Corporation Limited, 46 Dr. Sundari Mohan Avenue, Kolkata – 14. Landline: +913322890148 / 6708, Email: 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 – 14. Landline: +913322890148 / 6708, Email: dhruvajyoti.bagchi@sahara.in
STEP 3	If you do not receive response within 30 days of your complaint or are dissatisfied with the response, you may approach “ 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.nhonline.org.in ”

Time frame:

- Complaint received in writing shall ordinarily be sent an acknowledgment/response within a week.
- Complaint relayed over phone shall be kept informed about the progress and the issue will be resolved within a reasonable period of time.
- SHCL will send final response or explain why it 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.

D. J. Bagchi
CEO/Nodal Officer

Above is the summarized Customer Grievance Redressal Mechanism (GRM) encompassing only the significant information, kindly visit our website for complete details about the GRM in force at SHCL.