



**Centrum Housing Finance Limited**

<b>Document Title</b>	<b>Grievance Redressal Policy</b>
<b>Approved by</b>	<b>Board of Directors at its meeting held on 7<sup>th</sup> December 2016</b>
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# Centrum Housing Finance Limited

## Grievance Redressal Policy

### 1. Introduction

For a service organization, excellence in customer service is the most important tool for sustained business growth. In fact, it is only the positive service differentiators that keep the Company ahead of other players in the market. While products can be easily copied, service related processes cannot be so easily copied. For any lending institution, customer complaints are a part and parcel of its operations. More so in case of Banks, financial Institutions, NBFCs and HFCs as these are the service organizations in which customer service and customer satisfaction are of prime focus. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. With this thought, our Company has come up with a Grievance Redressal Mechanism with the primary objective to serve the customers. The Company's policy, on grievance redressal has been formulated taking into account the following:

- Customers are treated fairly at all times,
- Complaints raised by customers are dealt with courtesy and on time,
- All complaints are dealt efficiently and fairly and within the time frame,
- The company's employees work in good faith and without prejudice to the interests of the customer.

In order to make the Company's redressal mechanism more meaningful and effective, a proper structure has been implemented to ensure that the redressal sought is fair and within the given frame-work of rules and regulation of the Company. The customer has every right to register his/her complaint if he/she is not satisfied with the services provided by the company or any other agencies associated with the company. Customers can give their complaint in writing or over telephone or through e-mail. In case the complaint is not resolved within the given time or if he/she is not satisfied with the solution provided by the Company, the customer can use other legal avenues with their complaint for grievance redressal.

### 2. Internal Machinery to handle Customer complaints/ grievances

Customers who wish to provide feedback or send in their complaint can use the following channels available with the company to lodge their complaints:

- He/she can make complaint in writing addressed to the concerned Branch Manager, quoting the account number, gist of complaint and complete contact address/phone number of the complainant.
- He/she can mail the complaint on Company's mail id, i.e., [customercare.chfl@centrum.co.in](mailto:customercare.chfl@centrum.co.in)

The information on the redressal mechanism mentioned above are available in all our branches. Further, this has also been put up in our website.

### 3. Nodal Officer to handle complaints and grievances

In case the customer is not satisfied with the response received at the first level, then he /she can escalate the complaint to the nodal officer, whose complete contact details are given below:

Customer Care  
Centrum Housing Finance Limited  
801, Centrum House, CST Road  
Vidyanagri Marg, Kalina  
Santa Cruz E, Mumbai – 400098  
*(Please mention 'Grievance Redressal' on the top of the envelope)*

The complaint will be responded within 21 working days. In case the customer still not satisfied with the response or has not received a response from the company within 21 days, he/she may contact The Managing Director of company on the same mail id as given above.

#### **4. Mandatory display requirements**

Our company has the following in place in all our branches:

- Appropriate arrangement for receiving complaints and suggestions.
- Display of details of the Centralised Customer Care desk

#### **5. Time frame**

To register complaints, customers can use any of the channels mentioned above. If the complaint has been received in writing, the company will send an acknowledgement / response within a week. After the matter is examined a final response will be sent to the customer within 15 days. If more information is required by the Company to resolve the complaint, the Company would appropriately inform the complainant. Once the additional information is received, the complaint would be resolved within 7 days.

If the complainant is not happy with the resolution of the complaint, the complainant can escalate the matter to the nodal officer at the coordinates given in section 3 above. The nodal officer would resolve the complaint within 21 days of the complaint being escalated to him / her.

#### **6. Interaction with customers**

The company, through various questionnaires / meetings / surveys, obtains customer feedback / suggestions for improvement in customer service. All suggestions given by the customers are duly examined and those that the Company finds acceptable are implemented. The Company appreciates that service levels can improve only by taking the suggestions of the customers seriously and working on them. The Company is committed to follow this path.

#### **7. Sensitizing operating staff on handling complaints**

All the staff of the Company are educated on our Complaint Redressal Mechanism. The importance of customer service and grievance redressal as a core activity, is ingrained in the culture of the organisation.

#### **8. Escalation of complaint to National Housing Bank**

In case the complainant does not receive response from the company within reasonable time or is dissatisfied with the response received at all levels, the complainant may approach the National Housing Bank at the following 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](mailto:crcell@nhb.org.in)