



CENTRUM HOUSING FINANCE LIMITED
CUSTOMER GRIEVANCE REDRESSAL
POLICY

Document Title	Customer Grievance Redressal Policy
Approved by	Board of Directors at its meeting held on 7th December, 2016
Date of latest review	5th May, 2023

1. INTRODUCTION

Centrum Housing Finance Limited (“**Company**” or “**CHFL**”), as a Housing Finance Company (“**HFC**”), provides financial services to its customers. 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 but service related ethos and processes cannot be so easily replicated.

For any financial services institution, customer queries and complaints are a part and parcel of its operations. Hence, it is imperative for any financial services player that customer service and customer satisfaction are of prime focus.

As CHFL, we believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. With this belief and to implement spirit of the Fair Practice Code, the Company has formulated this Customer Grievance Redressal Policy (“**Policy**”) to define Customer Grievance Redressal mechanism with the approval of the Board.

2. OBJECTIVES AND APPLICABILITY

This Policy has been formulated to meet the following objectives:

- (a) To define Customer Grievance Redressal mechanism;
- (b) Customers are treated fairly at all times, as per the spirit of the Fair Practice Code;
- (c) Complaints raised by customers are dealt with courtesy and on time;
- (d) All complaints are dealt efficiently and fairly and within the time frame; and
- (e) The Company’s employees work in good faith and without prejudice to the interests of the customer.

The Policy shall be applicable to handling of all complaints/ grievances received by the Company from its customers. The Grievance Redressal Mechanism of the Company will also deal with the customer’s issues relating to services provided by the Company through such third-party service providers/ outsourced agencies.

This version of the Policy shall supersede all earlier versions of the Policy adopted by the Company. This Policy may be reviewed as and when required as per the applicable regulations.

3. INTERNAL FRAMEWORK FOR HANDLING CUSTOMER COMPLAINTS/ GRIEVANCES

3.1 Minimum Standards to be followed- The Company shall:

- (a) Maintain a register to track the complaints received at the branches.
- (b) Have system and processes to deal with the customer grievances received to the customer service channel through email, telephonic call or letter.
- (c) Inform a customer regarding various channels for reporting any concern/ grievance.
- (d) Inform the customer regarding the resolution process and turn- around time for replying to a concern/ grievance.
- (e) Acknowledge receipt of concern/ grievance to the customer within a defined timeline and to explain to a customer the reason why the Company would need more time to respond.
- (f) Timely send customer complaints to the appropriate functional owner to handle, escalate and resolve.

- (g) Ensure, through the escalation matrix defined in the Customer Grievance Redressal Mechanism defined below, that outstanding disputes are heard and disposed of at least at the next higher level.
- (h) Periodically review various customer complaints for trends, patterns, response TAT, and other issues which may be relevant for the Company's business and also to identify any recurring or systemic issue evident from trends in customer complaints.

3.2 Governance

- (a) The Company, with the approval the Managing Director & CEO, May constitute a Customer Service Grievance Redressal Committee, if so required, comprising of relevant senior officials of the Company, which should review (i) customer complaints; (ii) various aspects relating to the customer grievance redressal mechanism; and (iii) compliance with the Fair Practice Code.
- (b) The Company shall ensure that a consolidated report on such reviews of grievance redressal mechanism and status of compliance with the Fair Practice Code is placed before the Company's Audit Committee/ Board of Directors for their review.

4. CUSTOMER GRIEVANCE REDRESSAL MECHANISM

4.1 Channels to register the complaint/ grievance

Customers who wish to register complaint/ grievance can use the following channels:

- (a) He/she can register complaint in writing addressed to the concerned Branch Manager, quoting the loan account number, gist of complaint and complete contact address/ phone number of the complainant.
- (b) He/ she can write the Company on the e-mail id: customercare.chfl@centrum.co.in
- (c) He/ she can call at [1800-103-6324](tel:1800-103-6324) to register his/ her complaint

4.2 Escalation to Branch Manager/ Customer Service Manager

In case the customer is not satisfied with the response received at the first level, he/ she can contact Branch Manager at the branch itself or a letter can be addressed to the Branch Manager of that specific branch. Alternatively, an email can be written to the Customer Service Manager on the e-mail id: query.chfl@centrum.co.in

4.3 Escalation to the Customer Grievance Redressal Officer ("CGRO")

In case the customer is still not satisfied with the response received, then he /she can escalate the complaint to the CGRO, whose complete contact details are given below:

Mr. Vivek Mannan, The Customer Grievance Redressal Officer, Centrum Housing Finance Limited, 801, Centrum House, CST Road, Vidyanagri Marg, Kalina, Santa Cruz E, Mumbai – 400098

E-mail id: vivek.mannan@centrum.co.in; Contact No.: [022-42159795](tel:022-42159795)

4.4 Turn Around Time (TAT)

If the complaint has been received in writing, the Company will send an acknowledgement/ response within a week. The acknowledgement will contain the name & designation of the official who will deal with the grievance. If the complaint is relayed over phone at Company's

designated telephone helpdesk or customer service number, the customer shall be provided with a complaint reference number and be kept informed of the progress within a week.

If the matter is not resolved within a week, then, after the matter is examined, a final response will be sent to the customer within 14 working days. If more information or more time 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 next 7 working days.

If the complainant is not happy with the resolution provided at branch or customer service level, then the complainant can escalate the matter to the Customer Grievance Redressal Officer (“**CGRO**”) whose details have been provided in the preceding sub-paragraph. At the level of the CGRO, after due examination, a response would be provided to customer within 21 working days of the complaint being escalated to him/ her.

4.5 Escalation to the National Housing Bank (“NHB”)

In case the complainant does not receive response from the Company within a period of one month or is dissatisfied with the response received, the complainant may approach the Complaint Redressal Cell/ Grievance Redressal Department of National Housing Bank (“**NHB**”) by lodging its complaints online on the website of the NHB or through post at the following address:

***The Grievance Redressal Department,
National Housing Bank,
4th Floor, Core 5A, India Habitat Centre,
Lodhi Road, New Delhi– 110 003***

The customer may register the complaint online through link <https://grids.nhbonline.org.in/> as well.

4.6 Details to be provided by the customer while lodging complaint/ grievance

The customer should write loan account number, his/ her concerns and provide complete address and contact details for adequate resolution of the complaint.

5. DISPLAY OF THE GRIEVANCE REDRESSAL MECHANISM

The Company, for awareness of its customers, shall display/ publish the Customer Grievance Redressal Mechanism as prescribed above in all its branches and the website.

6. SENSITIZING OPERATING STAFF ON HANDLING COMPLAINTS

The Company shall endeavour that customer sensitivity and customer centricity are ingrained in the culture of the organisation and the staff of the Company is adequately aware of various requirements mentioned in the Customer Complaints Handling Policy of the Company.

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