



CUSTOMER GRIEVANCE REDRESSAL POLICY -3.0

CUSTOMER GRIEVANCE REDRESSAL POLICY

At ManiBhavnam Home Finance India (P) Ltd., (referred to as MBHF) customer service and satisfaction are our prime focus. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones.

In order to make MBHF redressal mechanism more meaningful and effective, a structured system has been built. This system would ensure that the redressal sought is just and fair and is within the given frame- work of rules and regulation.

Document purpose and scope

This document sets out the customer service policy of MBHF. It covers activities undertaken by MBHF throughout all office locations and operations.

This policy document deals with how the 'Customer Grievances' received by MBHF will be dealt with, by whom, within what time-frame. A record of all Customer grievances will be maintained by the Company in such form as is feasible and all grievances will be reported to the Board in an appropriate manner & at regular interval along with details of steps taken for redressal thereof.

Policy statement

We are committed to providing exceptional client service and set clear standards for customer care. We work within a set of principles that benefit our customers, partners and staff, work collaboratively, embrace challenge, innovate every day, create cutting edge solutions, be a partner of choice and work smarter.

We will comply with all legislation, standards, statutory and other obligations, client policies and best practice, where required, reasonably possible and relevant to our activities and the jurisdictions in which we operate.

Purpose

This policy aims to help us provide our customers with the highest standards of service and still if at all there are found some concerns or issues, we will address the same with utmost efficiency.

Implementation

Compliance with this policy is monitored as part of our integrated management system and shall be implemented and driven by CEO through his team.

We aim to comply with the following standards of customer care:

- 1) **Responding to correspondence** - We will answer all correspondence from the customer in a timely and clear manner. All correspondence to be answered within 15 working days.
- 2) **Answering telephone calls** - Each office will answer telephone calls in a prompt and helpful manner. Our Head office will have a staffed telephone reception during normal office hours. We will answer calls to our offices within five rings. We will provide access to an appropriate person during normal office hours.
- 3) **Information** - We will provide clear and straightforward information about our services and those of related providers to help clients find the guidance needed. We will have multiple accessibility – through phone, email addresses and access points on our website for public enquiries.
- 4) **Complaints procedure** - We will publicize a complaints procedure for the service we provide, and promptly deal with any complaints received physically at our offices, on phone, through mail & on our websites. We will respond to any complaints within 15 working days with either a full response or a progress report.
- 5) **Access of services to all** - We will do everything that is reasonably possible to make our services available to everyone in line with our policy.

Our policy on grievance redressal follows the under noted principles

- 1) Customers to be treated fairly at all times irrespective of their age, gender, race, ethnicity, disability, language proficiency, social or economic status
- 2) Complaints raised by customers are dealt with courtesy and without undue delay.
- 3) Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the company to their complaints.
- 4) All complaints to be dealt with efficiently and fairly as otherwise they can damage our reputation and business.
- 5) Our employees would work in good faith and without prejudice to the interests of the customer.

Roles, rights & duties of a complainant

- 1) The complainant has a right to know the status of his application and that of the final decision taken by the grievance redressal team.

- 2) Complainant will be told how he should make a complaint, to whom he should complain and in what manner and within what timeframe his complaint is expected to be resolved.
- 3) The complainant has duty to provide all necessary and required information and extend all required support to MBHF team so as to enable them to address and resolve his complaint.
- 4) Complaints raised by customers are dealt with courtesy and without undue delay.

Exclusions from the above

- Complaints that are trivial or frivolous in nature
- Issues related to personal grievances of complainant like loss in business or family, increment, promotion etc.
- Matters pending in court of law or any tribunal.

Grievances Redressal Mechanism:

LEVEL-1 Customers who wish to provide feedback or send in their complaint may use the following channels between 9:30 am and 6:00 pm, Monday to Friday (except on national holidays).

- Email us at customercare@manibhavnam.com
- Contact us at customer care number at 011-40521562/ 9310100001
- Write to us at the below mentioned address:
ManiBhavnam Home Finance India Private Limited
N-2, Second Floor, South Extension-1
New Delhi-110049

If a complaint has been received in writing from a customer, "The company" will endeavour to send him/ her 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 designated telephone helpdesk or customer service number, the customer will be provided with a complaint reference number and be kept informed of the progress within a reasonable period of time.

After examining the matter, "The company" will send the customer its final response or explain why it needs more time to respond and will endeavour to do so within six weeks of receipt of a complaint

LEVEL-2 If the complaint/dispute is not responded within a period of 15 days or is dissatisfied with the response received, customer may write to the Complaints Redressal Officer. The name and contact details of the Complaint Redressal Officer is as follows:

Ms Sangmitra

Email ID: grievancesredressal.officer@manibhavnam.com

The process of the complaint's redressal unit will ensure closure of all complaints to the customers' satisfaction.

LEVEL-3 If the complaint/dispute is not responded within a period of one month or is dissatisfied with the response received, customer may appeal to the regulatory authority of Housing Finance companies – the National Housing Bank – at the address given below:

National Housing Bank, Department of Regulation, and Supervision (Complaint Redressal Cell)

4th Floor, Core-5A, India Habitat Centre, Lodhi Road,
New Delhi – 110 003.

Email Id: crccell@nhb.org.in

Website: www.nhb.org.in

Online mode- The complainant may click on following link for registering complaint:

<https://grids.nhbonline.org.in>.

Customer service and grievance Redressal Committee and its role:

This Committee comprises of senior officers of MBHF responsible for reviewing customer queriers /complaints etc. periodically.

Meeting of this committee will be held quarterly basis.

Review The Board of MBHF will review the policy as and on required.

Disclaimer - MBHF will abide by all guidelines, directives, instructions and advices of National Housing Bank /Reserve Bank of India as will be in force from time to time. The contents in this document shall be read in conjunction with these guidelines, directives, instructions and advices. MBHF with approval from its Board has rights to do any amendment to either whole or part of this policy.