



Customer Grievance Redressal Policy

(Duly approved by the Board in its 96th Meeting Held on 14th August 2019)

Corporate Office
Alexander Square
Sardar Patel Road
Guindy
Chennai-32

RHFL- Customer Grievance Redressal Policy

1. Objective

The objective of the policy is to have a clearly defined and easily accessible mechanism for dealing with and settlement of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal and review of customer grievances.

The policy is formulated based on the following principles

- a. All Employees of RHFL shall work in good faith and without prejudice to the interest of the customers.
- b. Customers shall be treated fairly at all times.
- c. All Complaints shall be treated efficiently and fairly
- d. All Complaints raised by customers shall be dealt with courtesy and within the stipulated time frame.
- e. Customers shall be fully informed of avenues to escalate their complaints/grievances within the organisation and their rights to alternative remedy, if they are not fully satisfied with the response/redressal provided by the Branch to their complaints/grievances.

2. Definitions

- a. "Customer" means a 'Person' as defined below who is engaged in a financial transaction or activity with the Company ("RHFL") and includes a person on whose behalf the person who is engaged in the transaction or activity, is acting
- b. "Person" includes
 - I. An individual,
 - II. A Hindu undivided family,
 - III. A company,
 - IV. A firm,
 - V. An association of persons or a body of individuals, whether incorporated or not,

- VI. Every artificial juridical person not falling within any of the above, and
 - VII. Any agency, office or branch owned or controlled by any of the above persons
- c. "Grievance" means and includes
- I. A Compliant
 - II. An expression of dissatisfaction on a customer's behalf.
 - III. A formal report from a customer providing documentation about a problem with a product or services of the company.
- d. "Chief Grievance Redressal Officer" means Chief Development Officer. Managing Director can appoint any other officer not below the rank of General Manager to discharge the duties of Chief Grievance Redressal Officer.

3. Grievance Redressal Mechanism

i) Source of Grievance

Apart from direct grievances from customers, grievances received through various regulatory bodies including NHB, National Consumer Helpline, Reserve Bank of India, Ministry of Corporate Affairs and other Ministries/Regulatory Bodies shall be handled by the Grievance Redressal Department at Corporate office.

ii) Mode of response:

Company shall ensure that as far as possible the mode of response is as per the mode of customer intimation received e.g. complaints received through e-mail shall be responded through e-mail.

iii) Recording of Complaints

Every branch of the Company including Corporate Office shall **maintain a Complaint Register** for recording the complaints received and their redressal thereof

iv) Escalation matrix

The company shall adopt a **three level escalation matrix** for handling customer grievances and this would be displayed in all Branches/Offices.

a. Level-1

Any aggrieved Customer of RHFL can take up his grievance with the concerned Branch Manager of the Company. The Branch Manager is required to reply to the Customer **within 7 days** from the date of receipt of the complaint in the office with a copy to Regional Manager & Grievance Redressal Department at Corporate office.

b. Level-2

If the aggrieved customer is not satisfied with the reply provided by the Branch Manager or in case no reply is received within the stipulated period or the complaint is against the Branch Manager, the customer shall take up the complaint with the Chief Grievance Redressal Officer (or equivalent cadre) of the Company at the following address:

Chief Grievance Redressal Officer
Repco Home Finance Limited
Corporate Office - 3rd Floor,
Alexander Square, New No.2,
Sardar Patel Road,
Guindy, Chennai 600 032
Phone: 044-42106650/6652
Fax: 044-42106651
Email: grievance@repcohome.com

The Chief Grievance Redressal Officer is required to dispose of the **complaint** **within 30 days** of receipt of the complaint in the Corporate Office.

c. Level 3

If the aggrieved customer is not satisfied with the reply provided by the Chief Grievance Redressal Officer or in case no reply is received within the

stipulated period, the customer shall approach the National Housing Bank at the following address:

The General Manager
National Housing Bank
Department of Regulation and Supervision
Complaint Redressal Cell
4th Floor, Core 5A, India Habitat Centre, Lodhi Road
New Delhi 110 003
Website: <https://grids.nhbonline.org.in>

The Company shall prominently display at each branch including corporate office and as well as on its website the escalation process for customer grievances along with contact details.

4. Customer Service and Grievance Redressal Committee

The Company shall have a dedicated Customer Service and Grievance Redressal Committee comprising of three members with the following composition

- a. Chief Grievance Redressal officer - Chairperson of the Committee
- b. General Manager (Credit) – Member
- c. Chief Manager (Credit) – Member

The committee shall perform the following functions

- i. Periodically Review the nature of complaints and action taken on complaints received in accordance with our Grievance redressal policy.
- ii. To study the shortcoming in key areas where multiple grievances/complaints are arising.
- iii. Formulate corrective action including providing training to reduce the number of customer complaints.
- iv. Ensure that all the regulatory instructions on customer services are being adhered to by the Company.

- v. Ensure that there is proper co-ordination between branches and concerned Departments at Corporate office for ensuring quick resolution.
- vi. Address the Complaints forwarded by NHB and other authorities.
- vii. Monitoring the customer grievance mechanism and put in place a system for corrective action.

5. Reporting to the Board

The Company shall place a note containing review on Customer services and Grievance redressal mechanism to the Board on half yearly basis.

6. Overriding effect

In the event of any guidelines conveying conflicting meaning / ambiguity with the NHB guidelines / statutory prescriptions, such NHB guidelines / statutory prescriptions shall prevail. Any regulatory / statutory guidelines issued subsequent to the introduction of this Policy shall be deemed to be part of this Policy and shall be binding on all concerned.

7. Actions so far taken

Any action taken by the Company prior to approval of the policy based on the existing policy or practice shall not become invalid in view of the introduction of the present policy until it is modified / altered by the Competent Authority.
