

## **PIRAMAL CAPITAL & HOUSING FINANCE LTD**

### **GRIEVANCE REDRESSAL POLICY**

The National Housing Bank (NHB) has framed the Guidelines on Fair Practices Code for Housing Finance Companies (HFCs) to serve as a part of best corporate practices and to provide transparency in business practices. The said guidelines require every HFC to have a system and a procedure for receiving, registering and disposing of complaints and grievances in each of its offices.

This policy document, therefore, deals with how the 'Customer Grievances' received by the Company 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 Management in an appropriate forum and format along with details of steps taken for redressal thereof.

Our policy on grievance redressal follows the under noted principles.

- Customers to be treated fairly at all times.
- Complaints raised by customers are dealt with courtesy and without undue delay.
- 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.
- All complaints to be dealt with efficiently and fairly as otherwise they can damage our reputation and business.
- Our employees would work in good faith and without prejudice to the interests of the customer.

### **Modes of receiving grievances:**

Piramal Capital & Housing Finance Ltd (“PCHFL”) will make available Complaint Register at each branch and attend to / address those at the respective Branch/es itself. The Branch Operational Managers will be responsible to gather any such Grievance/s received and as found necessary seek assistance from appropriate officials to resolve all such Grievances raised, satisfactorily and within time-lines indicated in this policy.

In the case of Administrative office complaint may be maintained in soft copy.

### **Website:**

The borrower can complain to customer care on **PCHF.in** or via the toll free number mentioned in the website.

### **Redressal process:**

Customers are advised to contact the concerned Branch Operation Manager within working hours of 10.00 am to 4.00 pm. . Branch Operation Manager will be the pivotal figure, responsible for resolving all customer related queries and may for that purpose seek help and support from concerned personnel and seek resolution thereof. The Sales Branch Manager will be the point of contact with Customers and shall communicate with the Complainant/s as required.

If any resolution of complaint needs additional time, we will inform the customer/regulator for the reasons of delay in resolution and provide expected time lines for resolution of the issue.

### **Nodal officer:**

Chief Compliance Officer of the Company is Nodal Officer for all customer grievance related matters and will be liasoning with Regulator. All Grievances shall be brought to his/her notice by concerned officials.

## GRIEVANCE REDRESSAL PROCEDURE

At Piramal Capital & Housing Finance (PCHFL) , it is our endeavor to provide the best in customer service. All our products, services and policies are built around the core value of customer centricity. There can be instances where customers are not satisfied with the services provided. To highlight such instances and register a complaint please follow the following process:

### Level 1

The customer may raise his / her complaint through Toll free number mentioned on **PCHF.in** or Email to [housing.customercare@piramal.com](mailto:housing.customercare@piramal.com) or write to the Branch Operational Manager. The complaint will be addressed as soon as it is received.

### Level 2

If the customer is not satisfied with the resolution provided or his/her queries is not solved within 15 days, the customer may escalate to :

For Retail loans at [housing.customerquery@piramal.com](mailto:housing.customerquery@piramal.com)

For Other loans at [compliance.pfpl@piramal.com](mailto:compliance.pfpl@piramal.com)

### Level 3

If the customer is not satisfied with the resolution provided at Level 2 or his/her queries is not solved within 15 days, the customer may escalate to :

#### **The Chief Compliance Officer**

Piramal Capital & Housing Finance Limited

2nd floor, Piramal Tower, G.K Marg, Lower Parel, Mumbai – 400013.

Email : [nodal.officer@piramal.com](mailto:nodal.officer@piramal.com)

### Level 4

In case of non-addressal of the complaint to the customer's satisfaction, within a reasonable time frame from the above quarters, the customer may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaint in online mode at the link <https://grids.nhbonline.org.in/>

or may write to :

#### **National Housing Bank.**

Complaint Redressal Cell.

Department of Regulation & Supervision.

National Housing Bank.

4th Floor, Core 5A, India Habitat Centre, Lodhi Road.

New Delhi - 110 003.

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

[www.nhb.org.in](http://www.nhb.org.in)

**Review:**

The Board of PHFL will periodically review the policy and functioning of the grievances redressal mechanism.

The Company will abide by all guidelines, directives, instructions and advices of National Housing Bank 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.