

GRIEVANCE REDRESSAL POLICY

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1. INTENT:

In keeping with the guidelines on Grievance Redressal as per “Guidelines on Fair Practices Code for HFCs” by National Housing Bank, Habitat MicroBuild India (MBIND) has formulated this Policy which comes into force from January 1, 2015. In this code, ‘we’ denotes MBIND.

2. OBJECTIVE:

2.1 Quick and effective handling of complaints as well as prompt corrective & preventive actions to improve processes that are essential to provide excellent customer service to all segments of customers. To achieve this, MBIND has developed this policy for redressal of customer grievances.

2.2 Through this policy, MBIND shall ensure that a suitable mechanism exists for receiving and addressing complaints from its customers / constituents with specific emphasis on resolving such complaints fairly and expeditiously regardless of sources of the complaints.

Difference between complaint and query

Complaint

A complaint may be defined as

“An expression of dissatisfaction made to any organization, related to its products and services, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.”

Query

A query can be defined as a question, often expressing doubt about something or looking for an answer from an authority. A query is:

- A form of questioning, in a line of enquiry
- In nature of a request for information or guidance
- Where there is an expectation from the customer-for data/clarification

3. THE POLICY SEEKS TO ENSURE THAT:

3.1 Adequate information shall be made available to all customers about various channels for seeking redressal of grievances arising out of any perceived deficiency in service by MBIND or non-compliance to Fair Practices Code. This will be updated as and when any change occurs in the process emerging out of internal reasons or change in guidelines from the regulators.

3.2 Any complaint received - either verbally, via email or in writing - from the customers, shall be recorded in *Grievances Register*. This will not only ensure that all the complaints received are recorded and resolved, but shall also ensure effective monitoring / escalation mechanism to the senior functionary responsible so as to make sure that none of the complaints remain unresolved.

3.3 The internal mechanism for recording and resolution of complaints shall operate smoothly at all times and shall be monitored on daily basis.

3.4 All complaints received shall be recorded as above, and followed up for resolution. Complaints shall be tracked and closed only after resolution of the customers' grievance. Customer service team will be responsible to track the pending complaints and provide support to ensure faster resolution.

3.5 The grievance redressal channels of MBIND shall be available to deal with the issues relating to services provided by third parties or Business Associate (BA) and MBIND will ensure that the respective third parties/ BA resolve customer issues expeditiously and effectively.

3.6 Customers shall be provided detailed information on how to escalate the matter further in case the redressal is not found to be adequate or appropriate. Through posters in branches/ offices and information on website, MBIND shall take necessary steps to ensure wide publicity about creating awareness among customers that in case they are still not satisfied with the resolution, they can approach the Chief Executive Officer (MBIND), followed by the Ombudsman (NHB).

3.7 Complaints shall be resolved in a proper and time bound manner with detailed advice to the customer. If we receive a complaint in writing from a customer, we shall endeavor to send him/her an acknowledgement / response within a week. The acknowledgement shall contain the name & designation of the official who will deal with the grievance. If the complaint is relayed over phone at our 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 reasonable period of time.

3.8 After examining the matter, we shall send the customer our final response or explain why it needs more time to respond and be endeavored to do so within six weeks of receipt of a

complaint and we shall inform the customer how to take his/her complaint further if he/she is still not satisfied.

3.9 All final written responses to customers contain the mandatory clause to make customers aware of their rights to approach the Ombudsman.

3.10 Adequate training to the concerned staff shall be provided in handling complaints.

3.11 The quality of customer service rendered by the MBIND shall be reviewed / examined by the Top Management at regular intervals. The same shall be reported to the Board of Directors during all the board meetings.

4. GRIEVANCE PROCESS

4.1 Level-1:

The customer may write to Customer Service Team at:

i. Grievance Redressal – Head Office

Habitat Micro Build India Housing Finance Company Pvt. Ltd.

1st Floor, "RRK Jayam", # 20, 28th Main, 37th Cross, Jayanagar 9th Block, Bangalore - 560 041

Email Id: info@microbuildindia.com

ii. Customers may also call us on: 080-26651385 between 10.00 am to 5.00 pm from Monday to Friday, except on public/national holidays.

4.2 Level-2:

If the customer is not satisfied with the resolution provided by the Customer Service Team, the customers may write to the Chief Executive Officer at:

Chief Executive Officer

Habitat Micro Build India Housing Finance Company Pvt. Ltd.

1st Floor, "RRK Jayam", # 20, 28th Main, 37th Cross, Jayanagar 9th Block, Bangalore – 560 041

Email Id: vaidya@microbuildindia.com

4.3 Level-3:

In case of non-addressal of the complaint to the customer's satisfaction, within a reasonable time frame, the customer may approach the Ombudsman 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 - 110003.*

www.nhb.org.in

or

Can lodge his/ her complain in online mode at the link

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