



CUSTOMER GRIEVANCE REDRESSAL MECHANISM

VERSION CONTROL

| Version Control Number | Date Created / updated | Date Published | Date Effective | Version Description |
|------------------------|------------------------|------------------|------------------|---|
| V1 | 8 Sep 2017 | 8 Sep 2017 | 8 Sep 2017 | -- |
| V2 | 8 August 2019 | 8 August 2019 | 8 August 2019 | Updation, inter-alia, with respect to details of Grievance Redressal Officer |
| V3 | 12 August 2020 | 12 August 2020 | 12 August 2020 | Updation of details of Grievance Redressal Officer |
| V4 | 14 June 2021 | 14 June 2021 | 14 June 2021 | Updation in email address where complaints are to be lodged and timeline for resolution of complaints |
| V5 | 10 February 2022 | 10 February 2022 | 10 February 2022 | Updation of details of Grievance Redressal Officer & email address where complaints are to be lodged |
| V6 | 27 April 2023 | 27 April 2023 | 27 April 2023 | Updation in registered office address of the Company |
| V7 | 1 August 2023 | 1 August 2023 | 1 August 2023 | Updation of details of Grievance Redressal Officer and NHB escalation link |
| V8 | 31 March 2025 | 31 March 2025 | 31 March 2025 | Updation w.r.t change in name of the Company and Master Direction – Reserve Bank of India (Credit Information Reporting) Directions, 2025 |

1. OBJECTIVE

The Customer Grievance Redressal Mechanism is framed to establish a system and procedure for receiving, registering and disposing of complaints / grievances of customers in line with the Guidelines of Fair Practices Code prescribed by the National Housing Bank / Reserve Bank of India under Master Direction – Non Banking Financial Company – Housing Finance Company (Reserve Bank) Directions, 2021 and the Fair Practices Code of the Company which *inter-alia* set out broad parameters for dealing with the grievances of the customers.

This Customer Grievance Redressal Mechanism also takes into account complaints relating to updation/ alteration of credit information.

2. PRINCIPLES

Customer complaints constitute an important voice of a customer and following shall be guiding principles for dealing with customer complaints:

- Customers shall be treated fairly and in an unbiased and objective manner at all times
- Complaints raised by the customers should be addressed promptly and efficiently. Acknowledgement of receipt, regular updates, and timely resolutions are essential
- Complaints raised by customers against services provided by the Company or any third party / agent acting on behalf of the Company including but not limited to its recovery agents/DSA/DMA's, shall be dealt with courtesy and resolved in a timely manner under this mechanism
- Customers shall be informed of avenues to escalate their complaints within the organization and their rights in cases when their complaints are not resolved in a timely manner or when they are not satisfied with the resolution of their complaints
- Customer grievance redressal should be given top priority especially in respect of complaints relating to updation/ alteration of credit information.
- Employees and outsourced agencies should work in good faith and without prejudice, with all the customers

3. GRIEVANCE REDRESSAL MECHANISM

In case of any grievance customers can intimate and record their complaints / grievances for a resolution in the manner detailed below:

A. Registration of Complaints

- Customers can visit the Branch Office(s) or the Registered Office of the Company situated at Unit No. 305, 3rd Floor, Wing 2/E, Corporate Avenue, Andheri - Ghatkopar Link Road, Chakala, Andheri (East), Mumbai – 400093 for registration of their grievances.

- Email / Letter - Customers can also send their grievances through email at connect@niwashfc.com from their registered email id or write to the Grievance Redressal Officer at Unit No. 305, 3rd Floor, Wing 2/E, Corporate Avenue, Andheri - Ghatkopar Link Road, Chakala, Andheri (East), Mumbai – 400093.
- In case email id is not registered, please ensure to register your email id.

How a Complaint should be made

Customers shall ensure that they quote their application no. / sanction no. / loan account no., complaint details and valid contact information along with his email-id if available, while lodging their complaint.

If a complaint has been received in writing from a customer, Company shall endeavour to send him/ her an acknowledgement / response within a period of seven (7) days from the date of receipt of complaint. The acknowledgement will be containing the name & designation of the official who will deal with the grievance. If the complaint is relayed over the 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 reasonable period.

Anonymous complaints will not be addressed in terms of this Customer Grievance Redressal Mechanism.

In case of complaints with respect to the recovery process adopted by the authorised agents / representatives, if the Company is convinced, with adequate proof, that the customer is continuously making frivolous / vexatious complaints, it will continue with the recovery proceedings through the authorised agents / representatives even if a grievance / complaint is pending for disposal.

B. Time Frame for Resolution of Complaints, from date of receipt of complaint

The Company shall endeavour to resolve Complaints lodged by the customers at the earliest within a period not exceeding 1 month. If any complaint needs additional time, the Company will keep the customer informed of the expected time lines for resolution of the complaint which in any case will not exceed six (6) weeks of receipt of a complaint.

C. Escalation Matrix

If the customer does not receive any response from the Company within 15 days or is not satisfied with the resolution provided, the customer can escalate the complaint to the Grievance Redressal Officer ("GRO") at:

Mr. Suresh Chhotelal Vishwakarma
Grievance Redressal Officer

Niwas Housing Finance Private Limited, Unit No. 305, 3rd Floor, Wing 2/E, Corporate Avenue, Andheri - Ghatkopar Link Road, Chakala, Andheri (East), Mumbai – 400093

Telephone No.: 022 6520 2219

Email – gro@niwashfc.com

In case a grievance/complaint is not redressed to the satisfaction of the Customer within a period of one month, the customer may approach the Complaint Redressal Cell of the National Housing Bank (NHB) by lodging its complaints online at the link <https://grids.nhbonline.org.in> or in offline mode by posting in prescribed format, available at the link <https://www.nhb.org.in/Grievance-Redressal-System/Lodging-Complaint-Against-HFCs-NHB%E2%80%93Physical-Mode.pdf> to the Department of Regulation and Supervision (Complaint Redressal Cell), National Housing Bank, 4th Floor, Core 5A, India Habitat Centre, Lodhi Road, New Delhi – 110 003.

4. REVIEW

The Board/Grievance Redressal Committee of the Company shall annually review the Customer Grievance Redressal Mechanism to ensure that process deficiencies, if any, are addressed. The Committee shall also annually review the Statement of Complaints received, resolved and pending, along with reasons for the same.

The above Grievance Redressal procedure will be available on the Company's website at <https://www.niwashfc.com/> and at all its branches.