

I. Introduction

Swagat Housing Finance Company Limited (SHFC) has been incorporated with an intent to be an enabler in providing credit access to first time home buyers in EWS/LIG/MIG segment and aims to contribute meaningfully towards Government of India's mission "Housing for All". With underlying philosophy of changing the status quo in the society, the Company intends to work on philosophy of giving back to the society in a way and fashion that cause a sustainable change for the larger good of Indian populace without any discrimination religion, creed, caste, color or gender. The Company aims to undertake those initiatives which would bring about positive irreversible change for the betterment of the society and would help the beneficiaries quantitatively and qualitatively in their lives.

II. Preface

In compliance with the guidelines issued by the National Housing Bank (NHB), SHFC has formulated a policy with an objective to address to the grievances of the customers, reduce the instances of customer dissatisfaction and improve the service standards. Therefore, as a part of the business excellence philosophy practiced at SHFC, "Consumer Grievance Redressal Policy" has been prepared and has been ratified by the SHFC board.

SHFC's consumer grievance redressal policy has been designed to attend to the complaints made by customers and resolving the same to the satisfaction of the customer and the Company within stipulated time as per the guidelines mentioned in the policy document. Accordingly, the policy has been prepared with the below mentioned principles

- A. Employees are the flag bearers of the Company and work on the principles of truth, transparency and sincerity catering to the requirements of the customers.

- B. Employees give primary importance to the grievances of the customers and take required steps promptly to address their concerns in a fair and impartial manner.
- C. Customers are educated by the employees at all times in regards to lodge their concerns / complaints / grievances and also informed of the escalating mechanism in case their concerns are not addressed properly or they are not fully satisfied.
- D. Increase transparency so that customer can have a better understanding of SHFC processes and policies.
- E. Promote fair and cordial relationship between customer and the company;
- F. Assure a consistent experience across all offices of SHFC and foster customer confidence

III. **Mandatory Display Requirements**

- A. SHFC has also formulated a Fair Practice Code which defines the practices and procedures for dealing with the Consumers in a fair manner
- B. All communication material, product brochures, products and process information are generally provided in English language and wherever necessary local language and/or Hindi is used, its provided in that language
- C. SHFC's Consumer scan inform their grievance at the respective branch or Head Office and Standard Consumer Complaint Registers are available across the branches
- D. SHFC has also displayed at each branch as well as on its website the escalation process for Consumer grievances along with the details

IV. **Process of Grievance redressal**

Customers who have any compliant, can follow the following process for its redressal:

Primary level:

Customers who intend to file a complaint, may file their complaint with the company by using any of the following channels between 10:00am to 6:30pm on any working day of the Company and furnishing complete details in relation to such complaint:

- a) Register a complaint at registered office/ branch offices of the Company
- b) Email at support@shfc.in
- c) Call on 022-42551449 or
- d) Write to the Company at the below mentioned address

Swagat Housing Finance Co. Ltd
A-1 207 Laram Centre,
Opposite Railway Station,
Andheri West, Mumbai 400058

Secondary level:

In case the complaint is not resolved within 7 (Seven) working days from the date of filing of the complaint or the customer is not satisfied with the response or the resolution provided to the customer at primary level, the customer may escalate the complaint to the Nodal officer of the company in writing at support@shfc.in. contact details of the Nodal officer is available at registered office and all the branch offices.

Third level:

In case the customer is not satisfied with the response or the resolution provided to it by the Nodal officer of the company at the secondary level, or the complaint is still not resolved within the period of 14 working days from the date of receipt of the complaint by the Nodal officer of the Company, the customer may appeal to the Officer in charge of the Department of Regulation & Supervision, NHB at:

National Housing Bank,
4th floor, Core 5A, India Habitat Centre,
Lodhi Road, New Delhi - 110 003.

The customer may also file the complaint through an online mode at the link <http://grids.nhb.org> in at the NHB portal.

V. Nature of Grievances

While it may be difficult to pre-empt all grievances that customers may raise, some common ones that can be expected are in the nature of the following, viz

- a) Non-issuance of Loan Account statement
- b) Non-receipt of Part / Full Payment OR refusal to issue acknowledgement / receipt

- c) Non-issuance of Repayment Schedule
- d) Non-acceptance of a Pre- Closure Request
- e) Non-confirmation of change in Address/ Email ID/ Contact No.
- f) Non-issuance of Provisional Interest Certificate for Income Tax Purposes
- g) Non-issuance of Photocopy of documents,
- h) Non-issuance of List of documents,
- i) Non-issuance of No dues certificate after loan closure,
- j) Non-issuance of Original documents
- k) Not addressing Interest & other charge related queries
- l) Not aiding in the swapping of PDCs or Security
- m) Not informing of change in EMI pursuant to increase / decrease in loan/RoI, or
- n) Failure to provide any other information sought

VI. Redressal of the complaint

- a) The customers are advised to file the complaint by furnishing complete details of the same to the Company.
- b) Upon receipt of the complaint by the Company, the acknowledgment along with a complaint identification number and the details of the designated officer, who will be dealing with the complaint, shall be provided to the customer within 3 (three) working days from the date of receipt of the complaint.
- c) The Head of operation shall ensure that all complaints filed by the customer are resolved within the stipulated time frame.
- d) A record of all complaints filed by the customer and the response or resolution provided by the company shall be maintained by the company as the company's policy formulated for preservation of documents and records.

VII. Amendment

This policy is subject to review by the board of Directors of the Company as and when necessary.

