

# SVATANTRA MICRO HOUSING FINANCE CORPORATION LIMITED

## GRIEVANCE REDRESSAL POLICY (w.e.f. 01.06.2021)

### I. Introduction

At Svatantra Micro Housing Finance Corporation Limited (SMHFC), it is our endeavor to provide the best in Customer Service. However, there can be instances where customer is not satisfied with services rendered or have some queries on the loan facility availed. In order to resolve such queries/complaints, the Company has laid down the following Grievance Redressal Mechanism.

The Policy is subjected to review after the coming into effect (from Feb 17, 2021) of the Master Direction – Non-Banking Financial Company – Housing Finance Company (Reserve Bank) Directions, 2021 taking into account the revised provisions contained relating to Fair Practice Code and Grievance Redressal System.

### II. Objective

- To promote good and fair practice by setting minimum standard in dealing with customers.
- To ensure that all the customers are attended and treated respectfully, fairly & without prejudice at all times.
- To provide full information and knowledge to customer regarding the products and services offered by the company so as to enable them to take informed decision.
- To ensure that all the customers are fully aware of the procedures to raise & escalate their Grievances to SMHFC with all the mechanisms available to them.
- Quick and effective handling of compliant as well as prompt corrective and preventive actions to improve process that are essential to provide excellent customer services.
- To ensure that the customers are fully aware of their rights to know the alternative options available to them in case they are not satisfied with our response/solution provided to them.

### III. Procedure to make complaint.

Customers can lodge his/her complaints/grievances in any of the following means by providing basic details i.e. the Loan Account Number and Registered Mobile number.

- Phone call:** Customers can contact the SMHFC Loan Officer or the Relationship Manager or the Zonal Manager or our Customer Service at the Toll-Free number 1800 1234 427.
- Email:** Customers can also email their grievances by writing to [customerservices@mhfcindia.com](mailto:customerservices@mhfcindia.com) or [contact@mhfcindia.com](mailto:contact@mhfcindia.com).
- Letter:** Customers can lodge their grievances in writing by sending a letter at SMHFC Head Office at Office No. 1,2,3,4, Ground Floor, Pushpak CSHL, Malaviya Road, Vile Parle (East), Mumbai 400 057.
- Personal visit** – Customers or any of his/her authorized representative can personally visit the Head office and lodge the grievance by entering the details of grievances/complaints in the Complaint register kept at the reception during working hours from Monday to Friday 10:00 A.M to 6:00 P.M.

- v) **SMHFC APP** - Customers can lodge their complaints on the SMHFC Android Application available at Google Playstore. <https://play.google.com/store/apps/details?id=com.mhfc.userapp>.
- vi) **SMHFC Website** : The Customer can lodge a complaint at the website of the Company at <https://svatantramhfc.com/contactus>.

#### IV. Complaint Resolution

##### a) Acknowledgment

If the Complaint is received by SMHFC in writing, then it shall endeavor to send the customer an acknowledgement/ response **within a week**. The acknowledgement shall contain the name & designation of the official who would deal with the grievance. If the complaint is relayed over phone at SMHFC's Toll free Number, the customer shall be provided with a complaint reference number which shall be the APP number of the Customer and be kept informed of the progress within a reasonable period of time.

##### b) Response

All efforts should be made to redress the complaint **within 8 days from the date of receipt**.

##### **Step 1**

In case the complaint is not resolved **after 8 days**, then the Customer can contact the **Grievance Redressal Officer** for the purpose of escalation at:

**Mr. Bhavesh Singhal,**  
Grievance Redressal Officer,  
Svatantra Micro Housing Finance Corporation Limited,  
Office No. 1,2,3,4, Ground Floor,  
Pushpak CSHL, Malaviya Road,  
Vile Parle (East), Mumbai 400 057  
Contact No: 1800 1234 427  
Email ID: [grievance@mhfcindia.com](mailto:grievance@mhfcindia.com)

In case the complaint has not been resolved within **15 days**, the customer should be informed that his/her complaint is in process of resolution and will be resolved at the earliest including reasoning for additional time required for resolution.

##### **Step 2**

If the customer/s is/are still dissatisfied with the response received/ or where no response is received **within 15 days from lodging the complaint**, he/she may approach the National Housing Bank for redressal of the complaint either by online mode or offline mode.

i) **Online Mode** - <https://grids.nhbonline.org.in>

OR

ii) In **offline mode** by post, in prescribed format available at link [https://nhb.org.in/citizencharter/Complaint\\_form.pdf](https://nhb.org.in/citizencharter/Complaint_form.pdf) which is addressed to :

To,  
Complaint Redressal Cell,  
Department of Supervision,  
National Housing Bank,  
Core 5 A, India Habitat Center, Lodhi Road,  
New Delhi – 110 003

The above details will also be displayed prominently at the Head Office and at all places of the Company where business is transacted.

### **Step 3**

#### **Feedback from the Customers:**

The customers whose complaints have been duly resolved shall be given a call by the Customer Service Team to get their feedback/suggestions for improvement in customer service. The feedback from customers will help the Company in improving its services to meet the customer requirements and expectations.

## **V. Review Of Grievance Redressal Policy**

The Board shall have the right to amend the Grievance Redressal Policy from time to time. The Policy shall be reviewed every year along with the other policies of the company. However, it shall be reviewed earlier if need arises for the same and/ or under special circumstances, for example a change in law.