



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

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 and the Fair Practices Code of the Company which *inter-alia* set out broad parameters for dealing with the grievances of the customers.

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 at all times
- Complaints raised by customers against services provided by the Company or any third party / agent acting on behalf of the Company, 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

- Employees and outsourced agencies should work in good faith and without prejudice, with all the customers

3. GRIEVANCE REDRESSAL MECHANISM

In case of any grievances 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@indostarhfc.com 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 .

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.

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.

C. Escalation Matrix

If a customer is not satisfied with the resolution provided by the Company, the customer can escalate the complaint to the Grievance Redressal Officer at:

Mr. Suresh Chhotelal Vishwakarma

Grievance Redressal Officer

IndoStar Home 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 45107751

Email – gro@indostarhfc.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 Center, Lodhi Road, New Delhi – 110 003.

4. REVIEW

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