

## Grievance Redressal Policy

### 1. Introduction

For a service organization excellence in customer service is the most important tool for sustained business growth. Customer complaints are part of the life of any entity. This is more in case of Banks/Financial Institutions/Finance companies as these are the service organizations in which customer service and customer satisfaction are of prime focus. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. Our company has come up with Grievance Redressal Mechanism with a view to out serve our customers. The Company's policy, on grievance redressal has been formulated taking into account the following:

- Customers are treated fairly at all times,
- Complaints raised by customers are dealt with courtesy and on time,
- All complaints are dealt efficiently and fairly and within the time frame,
- The company's employees work in good faith and without prejudice to the interests of the customer.

In order to make Company's grievance redressal mechanism more meaningful and effective, a proper structure has been implemented to ensure that redressal sought is fair and within the given frame-work of rules and regulation of the Company. The customer has every right to register his/her complaint if he/she is not satisfied with the services provided by the Company or any other agencies associated with the Company. Customers can give their complaint in writing or over telephone or through e-mail. In case the complaint is not resolved within the given time or if he/she is not satisfied with the solution provided by the Company, the customer can exhaust other legal avenues with their complaint for grievance redressal.

### 2. Internal Machinery to handle Customer complaints/ grievances

Customers who wish to provide feedback or send in their complaint can use the following channels available with the Company:

- He/she can make complaint in writing addressed to the concerned Branch Manager, quoting the account number, gist of complaint and complete contact address/phone number of the complainant. The addresses & phone numbers of branches are available on our website [www.cbhfl.com](http://www.cbhfl.com).
- He/she can mail the complaint on Company's mail ID i.e **[grievanceredressal@cbhfl.com](mailto:grievanceredressal@cbhfl.com)**

We assure a response to letters / emails received through this channel within 7 working days. In case the grievance is not resolved within 15 days, a copy of the complaint with acknowledgement to be forwarded to the Central Nodal Officer, Shri ABHIJIT DAS at the address mentioned below:

Cent Bank Home Finance Limited,  
Registered Office, Central Bank of India  
building, 2<sup>nd</sup> floor, 9 Arera Hills, Jail Road  
Bhopal- 462011.

The information on the redressal mechanism mentioned above are available in all our branches. Further, this has also been put up in our website.

### **3. Nodal Officer to handle complaints and grievances**

Company has since nominated a Central Nodal Officer, Shri. ABHIJIT DAS and he will be responsible for the implementation of customer service and complaint handling for all the branches of our Company.

### **4. Mandatory display requirements**

Our company has the following in place in all our branches;

- Appropriate arrangement for receiving complaints and suggestions.
- Display of the name, address and contact number of Central Nodal Officer,

### **5. Resolution of Grievances**

The customers can highlight their complaints / issues with our Company vide the channels mentioned above. The officer / Branch Manager of the concerned branch / Central Nodal officer with whom the customer has raised the issue is responsible for the resolution of complaints/grievances. The officers of the complaints redressal cell will ensure closure of all complaints to the customers' satisfaction. They will ensure that the complaint is escalated to the appropriate levels in case it is not possible to resolve at his/her level. Thus our ultimate endeavor is to ensure we reach a situation where our customers don't have to complain to senior management to get an effective redressal.

### **6. Time frame**

To register complaints, customers can use any of the channels mentioned above. If the complaint has been received in writing, the Company will send an acknowledgement / response within a week. After the matter is examined a final response will be sent to the customer or information that more time is required and the Company will do so within 15 days of receipt of complaint. In case the customer is not satisfied with the response received, then he /she can write to: Shri. ABHIJIT DAS on the address mentioned in point no.2. (Monday to Saturday– 10.30 AM to 6.00 PM except 2<sup>nd</sup> and 4<sup>th</sup> Saturdays). The complainant can also telephonically contact the Central Nodal Officer on Phone number 0755-4019308. The complaint will be responded within 5 working days. In case the customer still is not satisfied with the response or has not received a response from the company within 15 days, he may contact The Managing Director of Company on the same phone number or mail us on the same mail id as given above.

### **7. Interaction with customers**

The Company, through various questionnaires / meetings / surveys, obtains customer feedback /suggestions for improvement in customer service.

### **8. Sensitizing operating staff on handling complaints**

All the staff members of the Company are aware of on our Complaint Redressal Mechanism.

**9.** In case the complainant does not receive response from the Company within reasonable time or is dissatisfied with the response received, the complainant may approach the National Housing Bank at the following address:-

**National Housing Bank,  
Department of Regulation and Supervision,  
(Complaint Redressal Cell),  
4<sup>th</sup> Floor, Core-5A, India Habitat Centre,  
Lodhi Road,  
New Delhi-110 003**

**The Complainant can also lodge complaint to NHB online at portal 'Grievance Registration & Information Database System (GRIDS)'.**