Grievance Redressal Policy

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4	Periodicity of review	On annual basis
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1. Introduction

Customer focus is one of the core values of Can Fin Homes Ltd. The Company has a holistic approach towards setting up service standards and continuously improvising customer experience based on market practice as well as customer feedback across multiple channels. The Company ensures to provide multiple channels to customers to provide feedback on the services of the Company as well as lodge their grievances.

The Company aims to ensure quick and effective handling of customer grievance, as well as prompt corrective & preventive action (including correction of the process, wherever required) in order to avoid recurrence.

In order to meet the above objective, the Company has outlined a framework for redressal of customer grievances and documented it in the form of a policy under our Fair Practices Code for the reference of customers.

2. Scope and Objectives

The objective of the policy is to ensure that:

a) All customers are treated fairly and in an unbiased manner at all times.
b) All issues raised by customers are dealt with courteously and resolved on time, with special emphasis to persons with disabilities.
c) Customers are made completely aware of avenues to escalate their grievance within the Company and their rights to alternate remedies if they are not fully satisfied with the response or resolution to their grievance.
d) The employees shall work in good faith and without prejudice towards the interest of the customer.

Through this policy, the Company shall ensure that a suitable Grievance Redressal Mechanism exists and give wide publicity of the same for receiving, registering and addressing and disposing of complaints and grievances from its customers and their constituents, with specific emphasis on resolving such cases fairly and expeditiously regardless of source of the case, including for those received on on-line. The company's Grievance Redressal Mechanism will also deal with the issues relating to services provided by the Outsourced Agency.

The policy entails adherence to the provisions prescribed under the Fair Practice Code and Policy Circular issued by the NHB/RBI.

3. Tenets of Grievance Redressal

The Company shall be guided by the following tenets in its approach to Grievance Redressal:

a) Customer Awareness: The Company shall endeavor to make continuous efforts to educate its customers to enable them to make informed about the choices regarding Loan products as well as channels to approach for Grievance Redressal.

b) Fairness & Transparency: The customer's grievance shall be examined in all fairness and the Company shall take a balanced approach to resolve the same. Company shall ensure that customer grievances are resolved in a timely and efficient manner. Company's website to provide (i) Redressal procedure and time frame(TAT) (ii) Frequently Asked Questions (FAQs) for the information of complainants. The Company shall ensure display, informing escalation matrix of Grievances with respective Officer's Name, Designation, email IDs and Address on the Notice Board at Branches and in the website of the Company complying with the Annex XII of Master Direction-NBFC-HFC (RBI) directions, 2021.

c) Escalation: All responses to customer grievances will provide an escalation matrix

mentioning the details of the next level of escalation point for the customer.

d) Review: The Company shall have a regular process of internal review of customer grievances at multiple hierarchies to enhance Quality and effectiveness of customer service. MD & CEO of the Company to review periodically (i) Customer Feedback (Complaints) and (ii) Grievance Redressal.

The Company shall analyse and address the root cause of customer grievances for systemic improvements to minimize grievances. Policy, Process & People (PPP) and Period, Area & Concern (PAC) based analysis to be made for evaluation & eradication of pain points.

4. Definition of Query and Complaint

The Company has clearly defined Complaints and Queries so that customer issues are logged accurately.
It is to be noted that examples mentioned below are illustrative.

4.1 Query:

A Query is:
a) Any doubt/ enquiry
b) Customer seeking/ cross-checking for clarification / more information
c) Customer enquiring/ cross checking before the expiry of specified turnaround time (TAT) for service
d) Customer checking status/ progress
e) Customer making a request

Examples of queries:
i. PMAY-CLSS Status.
ii. Query on application status (Within TAT)
iii. Query on TDS on Deposits.
iv. Request for statement of A/c, Provisional IT Certificate.

4.2 Complaint:
A Complaint is:
a) A grievance/ protest/ grumble
b) Customer disputing non–conformance of services/ processes
c) An error committed by the branch

Examples of complaints:
i. Account reflecting 'Active' in CIBIL even after closure of loan.
ii. ECS/NACH/Cheque presented twice in the same month.
iii. Customer not treated properly by the staff.

5. Process of handling customer grievances

a) Logging and tracking of customer grievances: Any aggrieved customer can contact his/her home branch for quick resolution of grievance. If the branches fails to resolve the grievance or the customer is dissatisfied with the resolution offered**,** he/she can update his/her grievance into the Grievance Redressal Portal (`Portal') at the official website of the Company viz., www.canfinhomes.com - a state of the art web based system.

The Portal will record and categorize grievances into different types and maintain turnaround times (TAT) for specific category / sub-category. It also has an auto escalation mechanism for cases not resolved within defined TAT. With this the Company shall not only ensure that all the issues are recorded and resolved, but shall also ensure effective monitoring /escalation mechanism to the senior functionary responsible in case of the

grievance not being resolved within the defined timelines.

Acknowledgement containing Name and Designation of the officer who will deal with grievance is provided within a week for every grievance logged [in the form of a Complaint Reference Number (CRN)]. Telephonic complaints received at grievance Redressal/customer service number shall be provided with Complaint Reference Number.

b) Turnaround time (TAT): Depending on the nature of the grievance, specific timelines have been set for different categories. Grievances shall be resolved in a proper and time bound manner with detailed advice to the customer. The customer is kept informed in case of any delay envisaged by the Company in resolution of the grievance beyond the stated timelines. Company to send final response/redressal within One month (30 Days) from the date of acknowledgement or explain to the customer why it needs more time and redress within maximum period of Six weeks of receipt of a complaint and **he/ she should be informed how to take his/ her complaint further if he/ she is still not satisfied.**

c) Sources of grievances: Apart from direct grievances from customer, grievances received through various regulatory bodies including NHB/RBI, National Consumer Helpline, Reserve Bank of India, Ministry of Corporate Affairs and other Ministries shall be handled by the Grievance Redressal Department at Registered office.

d) Mode of response: Company shall ensure that as far as possible the mode of response is as per the mode of customer intimation received e.g. cases received through e-mail shall be responded though e-mail.

Escalation of grievances: The Company has a four-tier escalation mechanism for customer grievances, as given below:

i. 1st Level: Branches
ii. 2nd Level: Grievance Redressal Dept.
iii. 3rd Level: Grievance Redressal Committee
iv. 4th Level: National Housing Bank

1st Level: Any aggrieved customer can contact his/her home branch for quick resolution of the same or can upload his complaint on portal. The branch shall ensure the resolution of the same within 7 days from the date of receipt of the complaint (generation of CRN).

2nd Level: If the branch fails to resolve the complaints or the customer is dissatisfied with the resolution offered, the aggrieved customer may appeal by sending an email to grievance.redressal@canfinhomes.com stating the reasons for appeal or the unresolved complaint on the Portal shall trigger to the Grievance Redressal Dept. at Registered office, Bangalore ("The Department"). The department shall ensure that they direct such complaint to the appropriate department/ Branch for resolution of the same. The department shall resolve the complaint within 14 days of the date of complaint/Appeal to the department.

3rd Level: The Company has a dedicated Grievance Redressal Committee comprising of 5 executives. All the grievances which are unresolved within 14 days from the date of complaint/Appeal (generation of CRN), the department shall place note to the Committee along with the Action Taken Report for immediate resolution of the same.

The Scope/Role of the Committee are as follows:

1. To study the shortcoming in key areas where multiple grievances/complaints are arising.
2. To discuss all Grievances pending more than 14 days and ensuring immediate resolution of such Grievance.
3. To ascertain branches where there are multiple grievances ad where the resolutions are slow.
4. To ensure that there is proper co-ordination between branches and concerned

Departments at RO for ensuring quick resolution.

5. To review the Grievance Redressal policy on half-yearly basis.

Any customer dissatisfied with the resolution offered by the department may send an email to the department stating the specific reason for rejection/dissatisfaction and the department shall immediately bring the same to the attention of the Committee.

4th Level: If the customer is still not satisfied with the resolution by the Company or if the issue is not resolved within 30 days from the date of acknowledgment of the complaint, the customer may approach the CRC - National Housing Bank or write to NHB at the following address and lodge a complaint online at the link http://grids.nhbonline.org.in OR in offline mode by post, in prescribed format available at link: https://nhb.org.in/citizencharter/Complaintform.pdf to following address:

Complaint Redressal Cell,
Department of Regulation and Supervision,
National Housing Bank
4th Floor, Core – 5A, India Habitat Centre,
New Delhi – 110 003

The Company to follow "Internal Ombudsman Scheme" if advised by NHB/RBI or any other regulatory authorities in due course.

e) Reporting: The Status of Complaints including the nature of Complaints, shall be placed before the Stakeholders Relationship Committee of the Board on a quarterly basis.

f) Employee training and awareness: The Human Resource department of the Company shall strive to train all employees at the Branches and other support departments in handling customer grievances. This would include functional training as well as training in soft skills.

g) The Board approved policy is reviewed periodically and has a laid down mechanism wherein any disputes arising out of the decisions are heard and disposed of at the next higher level.

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