



## **Grievance Redressal Mechanism 2024-25**

**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](http://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. 1<sup>st</sup> Level: Branches
- ii. 2<sup>nd</sup> Level: Grievance Redressal Dept.
- iii. 3<sup>rd</sup> Level: Grievance Redressal Committee
- iv. 4<sup>th</sup> Level: National Housing Bank

**1<sup>st</sup> 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).

**2<sup>nd</sup> 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](mailto: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.

**3<sup>rd</sup> 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 and 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.

**4<sup>th</sup> 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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