

PROSPER HOUSING FINANCE LIMITED



{Registered with National Housing Bank (NHB)}

(Revised Grievance Redressal Mechanism)

In accordance with NHB (ND)/DRS/CRC/9218/2014

Grievance Redressal Mechanism

INTRODUCTION

PROSPER HOUSING FINANCE LIMITED (Hereinafter called PHFL) is a Public Limited Company incorporated under Companies Act, 1956 and governed by directives of National Housing Bank. The code has been revised by the company pursuant to the guidelines issued by National Housing Bank (NHB) in accordance with NHB guidelines. The purpose of this document is to define the Grievance Redressal Mechanism of the Company in accordance with National Housing Bank (NHB) directions for Housing Finance Companies. This is a living document and supposed to be updated on Regular Basis.

A. Complaints and Grievances Procedures:

- a) PHFL has a system and a procedure of receiving, registering and disposing of the complaints and grievances in each of its offices.
- b) PHFL's Board has laid down a Grievance Redressal mechanism to resolve the complaints
- c) In cases of any Grievances, customer may approach the in charge of Business Location where she/he had his/her account and register the complaint in 'Complaint Register' available with in charge.
- d) PHFL would let the customers know where to find the company's procedure of handling the complaints fairly and quickly.
- e) If the customer wants to make a complaint he/she would be told:
 - ✓ How to do this.
 - ✓ Where a complaint can be made.
 - ✓ How a complaint should be made.
 - ✓ When to expect a reply.
 - ✓ Whom to approach for Redressal.
 - ✓ What to do if customer is not happy about the outcome.
 - ✓ PHFL staff shall help the customer with any question the customer has.

Grievance Redressal Mechanism

The procedure is as following:

- a) Customer can lodge his complaint in the complaint register available with the company in the following format:

| S.NO. | Date | Applicant's Name | Type of Loan | Loan's Account Number | Date of Sanction | Kind of Complaint | Action taken | Remarks, if any |
|-------|------|------------------|--------------|-----------------------|------------------|-------------------|--------------|-----------------|
| | | | | | | | | |

- a) PHFL has also framed Grievance Redressal Committee consists of following Officers which are mentioned below for resolving the complaints quickly:

| S.No. | Name | Designation |
|-------|----------------------|-------------------------|
| 1. | Ms. Gurvir Kaur Sran | Director |
| 2. | Mr. Vibha wadhwa | Chief Financial Officer |

- b) **Escalation:-1** If the customer is not satisfied, he/she may contact the Nodal Officer at the following address:

Mr. Vibha Wadhwa
Chief Financial Officer

Ansal Utility Commercial Complex, S-2-B, 2nd Floor,
Paschim Vihar, New Delhi-110063
Contact: 9811178190, 011-25260122
E-Mail Id: vibhawadhwa@gmail.com

- c) **Escalation:-2** If a customer is not satisfied with the Response from Nodal Officer, He/She may Contact the Chief Executive Officer at the Below Address

Ms. Gurvir Kaur Sran
Director

Ansal Utility Commercial Complex, S-2-B, 2nd Floor,
Paschim Vihar, New Delhi-110063
Contact: 011-25260122
E-Mail Id: gurvirl112@gmail.com

Grievance Redressal Mechanism

- d) **Escalation to National Housing Bank:** If the customer is not satisfied with the above response, he/she may appeal to the National Housing Bank (NHB) under whose jurisdiction our company is registered.

Address.....National Housing Bank (NHB)
Department of Regulations and Supervision
India Habitat Centre
Core 5A, 3rd Floor, Lodhi Road
New Delhi-110003
Contact.....011-24649031-35
E-mail.....crcell@nhb.org.in
Fax.....011-24649030

- e) Further, NHB has launched Grievance Registration & Information Database System (GRIDS) to facilitate complaint lodging and its status tracking by the complainants lodged with NHB against Housing Finance Companies. Any Customer can type on the Internet Browser [https; //grids.nhbonline.org.in](https://grids.nhbonline.org.in) to lodge the complaint.