

Grievance Redressal Policy

I. Introduction:

In the present competitive scenario excellence in customer service is the most important tool for sustained business growth, customer complaints are part of the business life of any corporate entity. This is more so for HFCs because they are service organisations. As a service organisation, customer service and customer satisfaction should be the prime concern of any HFC. MHFSL believes that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. This policy document aims at minimising instances of customer complaints and grievances through proper service delivery and review mechanism apart from focusing on prompt redressal of customer complaints and grievances. The review mechanism should help in identifying defects and shortcomings in product features and service delivery. Customer dissatisfaction would spoil our name and image. Our policy on grievance redressal follows the principles mentioned here below:-

- Customers be treated with fairness at all times
- Complaints raised by customers must be dealt with promptly
- Customers must be fully informed of and with utmost courtesy the ways of getting their grievances redressed. They should also be informed about their rights to alternative remedy, if they are not fully satisfied with the response given by us.
- We will treat all complaints efficiently and fairly as unsatisfactory handling of the same they can damage our reputation and business
- All staff members must work in good faith and without prejudice to the interests of the customer.

In order to make our redressal mechanism more meaningful and effective, a structured system needs to be built up towards such end. Such system would ensure that the redressal sought is just and fair and is permissible within the given frame-work of rules and regulation. The policy document would be made available at all branches. The concerned employees should be made aware about the complaint handling process.

The customer complaint arises due to:

- a. The attitudinal aspects in dealing with customers
- b. Inadequacy of the functions/arrangements made available to the customers or gaps in standards of service expected and actual services rendered.

The customer is having full right to register his complaint if he is not satisfied with the services provided by us. He can give his complaint in writing, orally or over telephone. If customer's complaint is not resolved within given time or if he is not satisfied with the solution provided, he can approach regulatory authorities with his complaint or seek legal remedy.

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2. Internal Machinery to handle customer complaints/grievancesm:

2.1 Committee of Directors

The Committee of Directors which is in existence will attend to issues relating to customer complaints and formulation of policies required from time to time. The Committee of Directors will have two members. One of them will be the Executive Director. The committee would have the following functions:-

- Evaluate feed-back on quality of customer service received from various quarters. The committee would also review comments/feed-back on customer service and implementation of commitments in the Fair Practices code.
- The Committee would be responsible to ensure that all regulatory instructions regarding customer service are followed. Towards this, the committee would obtain necessary feed-back from the concerned branches/offices.
- The committee also would consider unresolved complaints/grievances referred to it by functional heads responsible for redressal and offer their advice.

2.3 Nodal Officer and other designated officials to handle complaints and grievances:

The General Manager will be the Nodal Officer and he will be responsible for the implementation of customer service and complaint handling for the entire company. At branches, branch managers will be designated officers to handle complaint/grievances in respect of their branches. The name and contact details of nodal officer is as follows:

The General Manager
Manipal Housing Finance Syndicate Ltd
Regd Office: "Manipal House"- Manipal – 576 104
Udupi Dist., Karnataka, Ph. 0820-2570741
Email : ammannayakk@manipalhousing.com

3. Mandatory display requirements :

It is mandatory for us to provide:

- Appropriate arrangement for receiving complaints and suggestions.
- The name, address and contact number of Nodal Officer(s)
- Contact details of Regulatory Authorities
- Fair Practice Code

4. Resolution of Grievances :

Branch Manager is responsible for the resolution of complaints/grievances in respect of customer's service by the branch. He/she would be responsible for ensuring closure of all complaints received at the branches. It is his/her foremost duty to see that the complaint should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then he/she should be provided with alternate avenues to escalate the issue. If the branch manager feels that it is not possible at his level to solve the problem he can refer the case to Head Office for guidance.

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4.1 Time frame:

Time-frame for disposal of complaints

Sl No	Particulars	Time-Frame
1	Acknowledgement of the complaint by the branch manager/other functionaries in case longer time is required for processing and action	Within 2 working days
2	Examination and resolution of the complaints and reply by the branch manager/other functionaries	Within 7 working days
3	Forwarding the complaint to the head office in case attention is required at HO from policy angle/angle of decision making power	Within 3 working days
4	Examination of the complaint forwarded by the branch at the HO and reply to the complainant under copy to the branch	Within 7 working days from the date of receipt of forwarded complaint
5	Submission of monthly ATR (Action Taken Report) by the branches	On or before 10th of the succeeding month

Complaint has to be seen in the right perspective because they indirectly reveal a weak spot in our working. Complaint received should be analysed from all possible angles. Specific time schedule may be set up for handling complaints and disposing them at all levels including branches. Branch manager should try to resolve the complaint within specified time frames.

Communication of our stand on any issue to the customer, is a vital requirement. Complaints received which would require some time for examination of issues involved, should invariably be acknowledged promptly.

Branches must send action taken report on complaints received to the head office at the end of every month.

5. Interaction with customers :

The company recognises that customer's expectation/requirement/grievances can be better appreciated through personal interaction with customers by our staff. Many of the complaints arise on account of lack of awareness among customers about our services and such interactions will help the customers appreciate our services better. Also, the feed back from customers would be valuable input for revising our product and services to meet customer requirements.

6. Sensitising operating staff on handling complaints :

Staff should be properly trained for handling complaints. We are dealing with people and hence difference of opinion and areas of friction can arise. With an open mind and a smile on the face we should be able to win the customer's confidence. Imparting soft skills required for handling irate customers, to be an integral part of the training programs. It would be the responsibility of the Nodal Officer to ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels. He should give feed back on training needs of staff at various levels to the HR department.

7. Approach to National Housing Bank :

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 Complaint Redressal Cell of National Housing HFCs by lodging its complaints in Online mode at <https://grids.nhbonline.org.in> OR in offline mode by post, in prescribed format available at <http://www.nhb.org.in/Grievance-Redressal-System/Lodging-Complaint-Against-HFCs-NHB%E2%80%93Physical-mode.pdf> to:-

Complaint Redressal Cell,
Department of Regulation and Supervision
National Housing Bank,
4th Floor, Core-5A, India Habitat centre,
Lodhi Road,
New Delhi - 110 003.
