



ART HOUSING FINANCE (INDIA) LIMITED
DEPARTMENT NAME: COMPLIANCE
CUSTOMER GRIEVANCE REDRESSAL MECHANISM

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CUSTOMER GRIEVANCE REDRESSAL MECHANISM

1) PREAMBLE

ART Housing Finance (India) Limited (AHF) is engaged in lending home loans and non-home loans to a wide spectrum of customer segment across India. In mortgage industry, customer service attains primary importance in view of the complexities involved at various stages as well as it being a high value and high on customer involvement product.

AHF recognizes the importance of customer satisfaction, therefore, believes in eliminating the hurdles faced by its valued customer. The company promptly addresses all queries to provide seamless experience to the customer.

However, there may be instances where, despite AHF's and its constituents' best efforts, the customer may not be satisfied on the services provided by the company hence company has to develop a customer grievance redressal mechanism and take prompt & apt decisions towards providing reasonable solutions to the customer.

2) OBJECTIVE

The Customer Grievance Redressal Mechanism is framed herewith to establish a system and procedure for receiving, registering and disposing of complaints / grievances of customers in line with the Guidelines of Fair Practices Code prescribed by the National Housing Bank and that of the Company which *inter-alia* set out broad parameters for dealing with the grievances of the customers.

Such a mechanism is created to ensure that all disputes arising out of AHF's functionaries' decisions are heard and disposed of at least at the next higher level up to the reasonable satisfaction of the customer.

The Policy adopted by the Company is in line with the NHB Circular bearing No. NHB/ND/DRS/Pol-No.34/2011-11. Through this policy AHF ensures a suitable mechanism for addressing the Customer complaints and resolving the same fairly and expeditiously.

3) PRINCIPLES

Customer complaints constitute an important voice of a customer and following shall be guiding principles for dealing with customer complaints:

- Customers shall be treated fairly at all times
- Complaints raised by customers shall be dealt with courtesy and resolved in a timely manner
- Customers shall be informed of avenues to escalate their complaints within the organization and their rights in cases when their complaints are not

resolved in a timely manner or when they are not satisfied with the resolution of their complaints

- Employees and outsourced agencies should work in good faith and without prejudice, with all the customers

4) GRIEVANCE REDRESSAL MECHANISM

In case of any grievances customers can intimate and record their complaints / grievances for a resolution in the manner detailed below:

A. Registration of Complaints

Customers can visit the Branch Office(s) or contact us on 0124-6622228 (Please check is the contact numbers are 0124- 6622200 / Toll Free No 1800-11-5050) for registration of their grievances.

- Email / Letter - Customers can also send their grievances through email at contact@arthfc.com or write to the Grievance Redressal Officer at ART Housing Finance (India) Limited, 49, Udyog Vihar, Phase - IV, Gurugram Haryana - 122015.

How a Complaint should be made:

- Customers shall ensure that they quote their application no. / sanction no. / loan account no., Complaint details and valid Contact Information along with his / her registered email-id -, while lodging their complaint.
- The complainant shall be provided with a Service Request Number (SRN), which shall be quoted in every further correspondence with the Company regarding their complaint.
- Anonymous complaints will not be addressed in terms of this Customer Grievance Redressal Mechanism.
- In case of complaints with respect to the recovery process adopted by the authorised agents / representatives, if the Company is convinced, with adequate proof, that the customer is continuously making frivolous / vexatious complaints, it will continue with the recovery proceedings through the authorised agents / representatives even if a grievance / complaint is pending for disposal.

B.

Acknowledgement :

Upon receipt of the complaint, AHF shall acknowledge the receipt of the complain within 7 working days from the date of receipt indicating a time frame to respond with fair investigation

C. Time Frame for Resolution of Complaints, from date of receipt of complaint

After examining the matter, the Company shall send to the customer its final response or explain why it needs more time to respond within 15 working days of date of receipt of complaint. The time frame for resolution of complaints shall be as under:

- (i) Normal cases (other than the one mentioned below): 15 working days from date of receipt of complaint;
- (ii) Fraud cases, Legal cases and cases which need retrieval of documents and exceptionally old records: 30 working days from date of receipt of complaint;
- (iii) If any case needs additional time, the Company will inform the customer the reasons of delay in resolution within the timelines specified above and provide expected timelines for resolution of the complaint.

D. Exclusions

Customer complaints shall be assessed on the basis of the nature of issue raised to identify whether it falls under the category of complaints. The following issues shall not be considered under complaints and customer shall be responded accordingly

- i) A complaint against any law of the land or rule of the regulatory / statutory / governing local and national authorities
- ii) Anonymous complaints
- iii) Complaints without proper supporting details;
- iv) Matters involving decisions in which the complainant has not been affected either directly or indirectly
- v) Matters that are sub judice or where any regulatory / judicial authority had passed an order;
- vi) Cases which have been reported as fraud and/or is under investigation by government authority like Police, Tax, etc. or where the authority has already taken a view on the subject matter, after investigation;
- vii) A complaint which has already been disposed by the company.

C. Escalation Matrix

If a customer does not receive a response in the specified period or such other extended timeline as intimated to the customer or if the customer is not satisfied with the resolution provided by the Company, the customer can escalate the issue to the Grievance Redressal Officer of the Company as mentioned below:

Head - Operations and Customer Service

ART Housing Finance (India) Limited
49, Udyog Vihar, Phase - IV,
Gurugram Haryana - 122015
Telephone No.: 0124 6622228
Email - vikas.rana@arthfc.com

The Grievance Redressal Officer shall endeavor to resolve the complaint within reasonable time, not exceeding 21 working days from the date of receipt of escalated or unsatisfied/unresolved complaint, or such extended time as may be communicated to the customer.

If a customer does not receive a response from the Grievance Redressal Officer within reasonable / specified time or if the customer is not satisfied with the resolution provided by the Grievance Redressal Officer, the customer can approach Complaint Redressal Cell of National Housing Bank by:

(a) Lodging a complaint on the online grievance handling portal of NHB - GRIDS at <https://grids.nhbonline.org.in>

(b) Sending the complaint to NHB by post. *Complaint Form attached as Annexure A.* The customer may fill and send the form along with letters or enclosures, if any, by post or courier to the following address:

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

5) REVIEW

The Customer Services and Grievances Redressal Committee of the Company shall periodically review the Customer Grievance Redressal Mechanism to ensure that process deficiencies, if any, are addressed. The Committee shall also periodically review the Statement of Complaints received, resolved and pending, along with reasons for the same.

In the event of any conflict between the provisions of this policy and of the applicable law dealing with the grievances, such applicable law in force from time to time shall prevail over this policy.

6) IMPLEMENTATION

This Mechanism shall come in force with immediate effect from the date of approval of the Board.

