

# **Customer Grievance Mechanism**

## **Introduction**

IKF Home Finance Limited (IKFHFL) is a Housing Finance Company duly constituted under the provisions of Companies Act, 1956 and granted license by National Housing Bank (NHB) for doing Housing Loan business. At times, it may happen that the customers of the company may have complaints regarding the services or other related issues. The Policy intends to create that the mechanism for grievance redressal for its customers for timely resolution of complaints.

### **1. Scope of this Policy**

The objective of this Policy is to provide an efficient and effective grievance Redressal mechanism to the customers of IKFHFL.

The Grievance Redressal Mechanism put in place aims to provide a simple, speedy and cost effective mechanism to the aggrieved parties.

The escalation provided is to sensitize that the concerned higher up/s in IKFHFL is/are made aware of the grievance of the aggrieved party and take a considered view in the matter. However, this is in no way a substitute to the existing judicial or quasi-judicial forum/s available to the aggrieved person to get his grievance adjudicated or redressed.

### **2. Coverage of the Policy**

The Policy covers the grievance of the customer of IKFHFL who may approach the offices of the company for the resolution of their complaints.

### **3. Grievance Redressal Process for the complainants**

- **Submission of complaint:** Aggrieved customer of IKFHFL may submit his/her complaint in writing to the nearest branch of the company. He may also visit personally to any branch for submission of the complaint. The concerned branch will give an acknowledgement for the complaints received from the customer.
- **Online/Telephonic lodging of complaints:** The customers of IKFHFL may also lodge their complaints on the website portal of the company at [www.ikfhomefinance.in](http://www.ikfhomefinance.in) or may access the customercare for their grievance for lodging the complaint.
- **Redressal of the complaints:** The complaint will be examined for the prima facie fitness and thereafter will be forwarded to the concerned department for further action.
- **Time Frame:** It will be the endeavor of IKFHFL for timely resolution of the complaints. The company has provided an escalation matrix for timely resolution of the complaints of the customers.

After examining the matter, an HFC shall send the customer its final response or explain why it needs more time to respond and shall endeavour to do so within 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.

#### **4. Grievance Mechanism Escalation Matrix:**

- **Step I:** Please visit to the nearest IKF Home Finance Limited (IKFHFL), Branch and submit your complaints/grievance get your complaint logged in the “Complaint & Grievance Register” maintained at the branches (During the working hours from 9:30 A.M to 6:00 P.M). We will respond to your complaint in 7-15 working days. Alternatively, please lodge your complaints/grievance online on the website portal of the company at [www.ikfhomefinance.in](http://www.ikfhomefinance.in) / submit complaint via mail at [info@ikfhomefinance.com](mailto:info@ikfhomefinance.com) or telephonically to the customer care at 040 23412083 (operational from 9:30 AM to 6:00 PM from Monday to Saturday) (Except First Saturday of the Month) . We will provide you with a complaintreference number within 72 hours.
- **Step II:** If you are still not satisfied with the resolution you receive, or you don't receive any response within 15 working days you can write, mail, fax or call to the Nodal Officer of the company:-

Mr. Vishal Kumar Joshi, Nodal officer

My Home Twitza,, 11th Floor, APIIC Hyderabad Knowledge City,  
Raidurg , Hyderabad – 500081, Telangana

E-Mail ID:

[vishal.joshi@ikfhomefinance.com](mailto:vishal.joshi@ikfhomefinance.com)

Office: 040 23412083

Mob:+91 8367788735

After examining the matter, we shall send the customer our final response or explain why it needs more time to respond and shall endeavor to do so within 15 working days.

- If your complaint still remains unresolved, you may directly approach the regulatory authority of Housing Finance Companies, National Housing Bank for redressal of your complaints at below address:

National Housing Bank,  
Department of Regulation and Supervision,  
(Complaint Redressal Cell)

4th Floor, Core- 5A, India Habitat Centre, Lodhi Road, New Delhi – 110 003

The complaint can also be e-mailed at: [crcell@nhb.org.in](mailto:crcell@nhb.org.in)

- In case the Borrower is still not satisfied with the response, the Borrower may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaint through Online mode at the link <https://grids.nhbonline.org.in>

#### **5. Closure of Complaints**

The complaint shall be considered as disposed-off and closed when:

- IKFHFL have acceded to the request of the complainant fully;
- Complainant has indicated acceptance of the response of the IKFHFL in writing;
- Complainant has withdrawn the complaint, in writing;
- Complainant has not responded to IKFHFL within four weeks from the date of reply by IKFHFL.

## Process of Complaints Lodging and Its redressal

