

(Amended in the 140<sup>th</sup> Board Meeting held on 07.06.2022)

## **GRIEVANCE REDRESSAL POLICY**

### **Cent Bank Home Finance Limited (CBHFL)**

#### **Corporate Office:**

**Cent Bank Home Finance Limited, Central Bank of India Building,  
MMO, 6th Floor, MG Road, Flora Fountain,  
Hutatma Chowk, Mumbai- 400023**

**1. Introduction:**

- 1.1 Cent Bank Home Finance Limited (CBHFL) is a deposit-taking Housing Finance and Mortgage Company jointly promoted by Central Bank of India, National Housing Bank, Specified Undertaking of Unit Trust of India and Housing and Urban Development Corporation. The Company was incorporated on 7<sup>th</sup> May, 1991 in the name of “Apna Ghar Vitta Nigam” and later changed its name to “Cent Bank Home Finance Limited” on 19<sup>th</sup> June, 1992.
- 1.2 Customer complaint is part of life of any entity and it is more in case of Bank / Financial Institutions / Finance Companies as these are service organizations in which customer service and customer satisfaction are of prime focus. We believe that providing prompt and efficient service is essential to attract new customer besides retaining existing ones. It has been our consistent endeavour to deliver quality services to all our Customer and thus Company has implemented “Grievance Redressal Policy” with a view to outserve our Customers. The Company’s policy, on grievance redressal has been formulated taking into account the following:
  - 1.2.1 Customers are treated fairly at all times,
  - 1.2.2 Complaints raised by Customers are dealt efficiently and fairly within the time frame,
  - 1.2.3 All complaints are dealt efficiently and fairly and within the time frame,
  - 1.2.4 The Company’s employees work in good faith and without prejudice to the interests of the customer.
- 1.3 In order to make Company’s grievance redressal mechanism more meaningful and effective, a proper structure has been implemented to ensure that redressal sought is fair and within the given frame-work of rules and regulation of the Company. Customer can lodge their complaint with regulatory authority (National Housing Bank) or exhaust other legal avenues with their complaint for grievance redressal.

2. **Central Nodal Officer:** Company has appointed a Central Nodal Officer who will be responsible for implementation of Customer Service and Complaint handling for all Branches and HO of our Company. “Central Nodal Officer” can be reached at:

**Central Nodal Officer,**  
**Cent Bank Home Finance Limited, Central Bank of India Building,**  
**MMO, 6<sup>th</sup> Floor, MG Road, Flora Fountain,**  
**Hutatma Chowk, Mumbai- 400023**

**3. Mandatory Display Requirement:**

Our Company has the following in place in all our branches:

- 3.1 Appropriate arrangement for receiving complaints and suggestions
- 3.2 Display of the name, address and contact number of 'Central Nodal Officer'

**4. Internal Machinery to handle Customer complaint:**

- 4.1 Different channels are available for different services or all services to Customer at Branch and/or Head Office. However, if Customer is not satisfied with the service/(s) provided by the Company, Customer may raise complaint orally over phone or in writing or electronically (mail, website).
- 4.2 **Level 1:** Customer can lodge complaint with "Branch Manager" at Branch or write to "Grievance Redressal Cell" at Corporate Office (Address: Grievance Redressal Cell, Cent Bank Home Finance Limited, Central Bank of India Building, MMO, 6th Floor, MG Road, Flora Fountain, Hutatma Chowk, Mumbai- 400023).
- 4.3 **Level 2:** If Customer does not get response of his/her complaint within 10 days after lodgement of his/her complaint at 'Level 1', Customer can write to "Officer In-charge – Customer Care". E-mail Id is [grievanceredressal@cbhfl.com](mailto:grievanceredressal@cbhfl.com).
- 4.4 **Level 3:** Customer can write to "Central Nodal Officer" at the address mentioned above (para 2) if his/her complaint is not addressed / addressed unsatisfactorily after expiry of 10 days after writing to "Officer In-charge – Customer Care" ([grievanceredressal@cbhfl.com](mailto:grievanceredressal@cbhfl.com)) (level 2).

<b>CUSTOMER SERVICE &amp; GRIEVANCE REDRESSAL CHANNELS</b>			
<b>Customer Service Channels:</b>			
<b>Service Points</b>	<b>Mode</b>	<b>Timing</b>	<b>Contact Details</b>
Branch	Visit	10:00 am to 06:00 pm (except weekly closing day & holiday)	Branch Address & Phone No.
	Telephone		
	Writing		
Head Office	Toll Free Number		1800 8896 606
	E-Mail		<a href="mailto:customer.care@cbhfl.com">customer.care@cbhfl.com</a>
	Web site		www.cbhfl.com (Reach us - Contact us)
	Correspondence		<b>Customer Service Cell</b> Cent Bank Home Finance Limited, Central Bank of India Building, MMO, 6 <sup>th</sup> Floor, MG Road, Flora Fountain, Hutatma Chowk, Mumbai- 400023
<b>Grievance Redressal Channels: If you wish to register complaint for service deficiency</b>			
Level 1	Branch Manager	10:00 am to 06:00 pm (except weekly closing day & holiday)	
	Grievance Redressal Cell		<b>Grievance Redressal Cell</b> Cent Bank Home Finance Limited, Central Bank of India Building, MMO, 6 <sup>th</sup> Floor, MG Road, Flora Fountain, Hutatma Chowk, Mumbai- 400023
Level 2	Officer In-charge – Customer Care		<a href="mailto:grievanceredressal@cbhfl.com">grievanceredressal@cbhfl.com</a>
Level 3	Central Nodal Officer		<b>Name: Central Nodal Officer</b>  Cent Bank Home Finance Limited, Central Bank of India Building, MMO, 6 <sup>th</sup> Floor, MG Road, Flora Fountain, Hutatma Chowk, Mumbai- 400023
<p>If complaint is not resolved within 30 days after escalation, you may lodge your complaint with:</p> <p><b>National Housing Bank (NHB)</b> Department of Regulation &amp; Supervision (Complaint Redressal Cell) 4th Floor, Core-5A, India Habitat Centre, Lodhi Road, New Delhi - 110 003 website: grids.nhbonline.org.in</p>			

**5. Grievance Redressal Process:**

- 5.1 **Submission of Complaint:** Complainant may submit his / her complaint in writing with any of the authorities mentioned above (Branch Manager/Grievance Redressal Cell, “Officer In-charge – Customer Care”, Central Nodal Officer). However, for better management of complaint and effective and timely response to the complaint, Complainant is expected to follow the escalation matrix.
- 5.2 **Acknowledgement:** Acknowledgement will be issued to the Complainant in case complainant is lodged with Branch in writing.
- 5.3 **Redressal / Resolution of Complaint:** Customer can highlight their complaints / issues with our Company vide the channels mentioned above. The Officer / Branch Manager of the concerned Branch / Central Nodal Officer with whom the Customer has raised the issue is responsible for the resolution of the complaints / grievances.
- 5.4 **Time Frame:** Customer can use any of the channels mentioned above to register his/her complaint. If complaint is not resolved or resolved unsatisfactorily within the stipulated period of 10 days at each level of escalation, Customer can write to “Central Nodal Officer” (at address mentioned above). Customer can also contact “Central Nodal Officer” over phone at (Landline Number of Central Nodal Officer) on any working day. The Complaint will be responded within 10 days.

**6. Interaction with Customer:**

The Company has been relentlessly working for better Customer service and effective management of complaint. The Company will take feedback from Customer through any medium for improvement of Customer Service.

**7. Sensitizing Operating staff on Handling Complaints:**

It has been our consistent endeavour to make all our staff aware of our ‘Grievance Redressal Mechanism’.

**8. Escalation to National Housing Bank (NHB):**

In case Complainant does not receive response from the Company within 30 days or is dissatisfied with the response received, complainant may approach National Housing Bank (NHB) at following address:

National Housing Bank,  
Department of Regulation and Supervision,  
(Complainant Redressal Cell)  
4<sup>th</sup> Floor, Core-5A, India Habitat Centre,  
Lodhi Road, New Delhi – 110 003

The Complainant can also lodge complaint to NHB online portal “Grievance Registration & Information Data Base System” (NHB GRIDS: [grids.nhbonline.org.in](http://grids.nhbonline.org.in)).

9. **Stakeholder Relationship Committee**: Complaints received during the period along with status of the complaints will be presented in ‘Stakeholder Relationship Committee’ meeting.
  
10. **Review of policy**: Policy will be reviewed every year or as and when required.