

# Swarna Pragati Housing Microfinance Pvt. Ltd.



## Customer Grievance Redressal Policy

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## 1. Purpose

The purpose of the Policy is to define the Customer Grievance Redressal process for the Company in accordance with the National Housing Bank (“NHB”) Directions for Housing Finance Companies and Reserve Bank of India (“RBI”) Master Circular for Housing Finance Companies. This policy is aimed at minimizing instances of customer complaints & grievances through proper service delivery & review mechanism & to ensure prompt Redressal of customer complaints & grievances.

The policy is based on the following principles:

- Employees work in good faith and without prejudice to the interests of the customers.
- Customers are treated fairly at all times.
- All complaints are treated efficiently and fairly.
- Complaints raised by customers are dealt with courtesy and on time.
- Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy. If they are not fully satisfied with response of their servicing branch to their complaints.

## 2. Mandatory Display Requirements

- Swarna Pragati Housing Microfinance Private Limited (‘SPHM’) has formulated a Standard Code of Conduct for its employees which defines the ethics as well as lays down the code of conduct at workplace.
- SPHM has formulated a Fair Practice Code which defines the practices and procedures for dealing with customer in a fair manner.
- SPHM’s customers can inform their grievance at the respective branch or at the Head Office and standard complaint registers are available across the branches.
- The Name and Contact details of the Branch Manager who can be contacted for compliant redressal and Customer Grievance Redressal Officer (‘CGRO’) at Head office level would be displayed at the place where it may be readily accessed by the Customer.
- SPHM shall also display at each branch as well as on its website the escalation process for customer grievance along with contact details.

## 3. Customer Grievance Redressal Committee

- SPHM has constituted a Customer Grievance Redressal Committee (CRGC) consisting of the Chief Executive Officer and two senior managers. Complaint Grievance Redressal Officer (CGRO) shall report to CGRC and keep CGRC updated on grievance redressal at all times. The names and contact details of the members of the Customer Grievance Redressal Committee (CRGC) shall be displayed on the notice board and in this Policy (Please see Annexure 1).
- The CGRC would have the following functions.
  - Regularly meet and review the position of complaints received and action taken on various complaints.
  - Formulate standard responses and corrective action to reduce the incidence of complaints.
  - Evaluate feed-back on quality of customer service received from various quarters.
  - Ensure that all regulatory instructions regarding customer service are followed.

- Review unresolved complaints/grievances and offer their advice/corrective practices to reduce complaints.

Monitor the type of grievances/complaints received and put in place training and corrective practices to reduce complaints.

#### 4. Complaints and Grievance

- a) SPHM has a system and a procedure for receiving, registering and disposing of complaints and grievances in each of its offices.
- b) SPHM operates in a decentralized manner with branches reporting to Areas and Areas reporting to a Region. Hence customers would normally approach the Branch offices for their grievance/complaint Redressal. Branch Manager shall be the first contact for consumer grievance at the Regional office level.
  - The Branch Manager shall Endeavour to address the complaints at the Branch office itself.
  - Branch Manager may refer the case to CGRO for guidance /support.
- c) SPHM has appointed Complaint Grievance Redressal Officer (CGRO). Customers may contact the CGRO in case their grievances/complaints remain unattended or are not attended satisfactorily. The CGRO would attend to complaints received at HO and take necessary action on the grievance/complaint after taking necessary inputs from the Branch Office. The CGRO would report to the CGRC.
  - Customers may directly also contact the CGRO with their grievance /complaints.
  - All written complaints are responded with action taken/clarification in writing to customers.
  - All complaints received at Head Office are being logged and monthly reporting of the status of the complaints/grievances is made to CGRC with ageing of unattended complaints. Branch offices also maintain register of complaints received at their end.
- d) SPHM provides regular training to its staff through internal communication for handling customer complaints.

#### 5. Escalation Matrix

It is SPHM's endeavor to provide the best in customer service. All our products, services and policies are built around the core value of customer centricity. There can be instances where customers are not satisfied with the services provided. To highlight such instances and register a complaint, following escalation matrix is recommended:

##### Level 1

The customer may raise his / her complaint through a call on 0712-2585800 or by Email to [contact@sphm.co.in](mailto:contact@sphm.co.in) or write to the Branch Manager. The complaint will be addressed as soon as it is received.

**Level 2**

If the customer is not satisfied with the resolution provided or his/her queries is not solved within 7 days, the customer may escalate to

The Complaint Grievance Redressal Officer (CGRO)

142 Golcha House, New Colony, Byramji Town, Nagpur, Maharashtra 440001

Email : [grievance@sphm.co.in](mailto:grievance@sphm.co.in)

**Level 3**

If the customer is not satisfied with the resolution provided at Level 2 or his/her queries is not solved within 15 days, the customer may escalate to:

The Chief Executive Officer

142 Golcha House, New Colony, Byramji Town, Nagpur, Maharashtra 440001.

Email : [ceo@sphm.co.in](mailto:ceo@sphm.co.in)

**Level 4**

In case of non-addressal of the complaint to the customer's satisfaction, within a reasonable time frame (within 30 days )from the date of initial complaint from the above quarters, the customer may approach the Grievance Redressal Department of National Housing Bank by lodging complaint in online mode at the link <https://grids.nhbonline.org.in/> or may write to in offline mode by post, in prescribed format available at the link <https://nhb.org.in/en/grievance-redressal-officer/>

The Grievance Redressal Officer

National Housing Bank

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)

**6. Review**

The Board of SPHM shall periodically review the policy and functioning of the grievances redressal mechanism. SPHM shall abide by all guidelines, directives, instructions and advices of National Housing Bank as will be in force from time to time.

## ANNEXURE – 1

The Customer Grievance Redressal Committee at **Swarna Pragati Housing Microfinance Private Limited** is as follows:

Name	Designation	Email Address
Mr. Prashant Banerjee	Chairperson	ceo@sphm.co.in
Ms. Megha Mohunta	Member	cs@sphm.co.in
Mr. Sarang Dange	Member	businesshead@sphm.co.in
Ms. Swati Rawat	Customer Grievance Redressal Officer	grievance@sphm.co.in