



CAPITAL INDIA

Home Loans

GRIEVANCE REDRESSAL POLICY

Reviewing & Approving Authority

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1. Overview:

Capital India Home Loans Limited (“Company”) believes in conducting its affairs in a fair and transparent manner by maintaining the highest levels of integrity, honesty and ethical behaviour while dealing with its customers (“Customers”).

In compliance with the guidelines issued by the National Housing Bank (“NHB”), as applicable to housing finance companies, for maintenance of an appropriate grievance redressal mechanism within the organisation, to resolve the complaints and grievances of its customers, the Company has formulated the Grievance Redressal Policy (“**Policy**”) setting out the procedure for receiving, registering and disposing of the complaints and grievances of the Customers with respect to the products and services of the Company (“**Complaints**”), including but not limited to the Complaints in relation to the services provided by the third party agents or business facilitators appointed by the Company for providing such services on behalf of the Company.

The Company shall also ensure redressal of grievances of persons with disabilities under the Grievance Redressal Mechanism

This Policy aims to provide a framework to deal with the Complaints of the Customers in a fair and transparent manner and educate the Customers about the processes to be followed to lodge a Complaint with the Company and/or the NHB.

2. Purpose:

The purpose of the Policy is to ensure that:

- a) the Customers are treated fairly and without bias at all times.
- b) the Complaints raised by the Customers are dealt with courtesy and resolved in a timely manner.
- c) the Customers are informed of the avenues to escalate their Complaints within the Company.
- d) the Customers are informed of their rights so that they can opt for alternative remedies, if they are not fully satisfied with the Company’s response or resolution to their Complaints.

3. Process of Grievance Redressal:

Customers who have any Complaint, can follow the following process for its redressal:

Primary Level:

Customers who intend to file a Complaint, may file their Complaint with the Company by using any of the following channels between 10:00 am to 6:30 pm on any working day of the Company and furnishing complete details in relation to such Complaint:

- a) Register the Complaint in a complaint register which is available at all regional / branch offices of the Company;
- b) Email at customercare@capitalindia.com
- c) Call on +91-022-4503 6000; or
- d) Write to the Company at the below mentioned address:

Capital India Home Loans Limited
Level - 20, Birla Aurora
Dr. Annie Besant Road,
Worli, Mumbai – 400030.

Kind Attention: Customer Service Team

Secondary Level:

In case, the Complaint is not resolved within 7 (Seven) working days from the date of filing of the Complaint or the Customer is not satisfied with the response or the resolution provided to the Customer at Primary Level, the Customer may escalate the Complaint to

Nodal Officer; Dinesh Hadkar
Level – 20, Birla Aurora,
Dr. Annie Besant Road,
Worli, Mumbai – 400030
Contact No; +91-022-45036000
Email id; service@capitalindia.com.

Third Level:

In case, the Customer is not satisfied with the response or the resolution provided to it by the Nodal Officer of the Company at Secondary Level, or the Complaint is still not resolved within the period of 14 (Fourteen) working days from the date of receipt of the Complaint by the Nodal Officer of the Company, the Customer may appeal to the Officer-in-Charge of the Department of Regulation & Supervision, NHB at:

The Officer-in-Charge National Housing Bank
Department of Regulation & Supervision
Complaint Redressal Cell
4th Floor, Core 5A, India Habitat Centre, Lodhi Road,
New Delhi - 110 003.
Online Mode - <https://grids.nhbonline.org.in/>

4. Redressal of the Complaints:

- a) The Customers are advised to file the Complaint by furnishing complete details of the same to the Company.
- b) All the disputes arising out of the decisions of lending institution's functionaries are heard and disposed of at the next higher level.
- c) Upon receipt of the Complaint by the Company, the acknowledgement along with a complaint identification number and the details of the designated officer, who will be dealing with the Complaint, shall be provided to the Customer within 3 (Three) working days from the date of receipt of such Complaint.
- d) The Company shall provide the necessary clarification / justification with respect to the Complaint, to the satisfaction of the Customer and take all appropriate measures to resolve the Complaint within 14 (Fourteen) working days from the date of receipt of such Complaint.
- e) In case any additional time is required for resolution of the Complaint, the Company shall inform the Customer about the requirement of such additional time along with the expected timelines for the resolution of such Complaint.
- f) The Chief Executive Officer and the Head of Operations of the Company shall ensure that all Complaints filed by the Customers are resolved within the stipulated time frame.
- g) A record of all Complaints filed by the Customers and the response or resolution provided by the Company shall be maintained by the Company as per the Company's policy formulated for document preservation and archival.

5. Consumer Protection Committee

In line with the Reserve Bank of India (Credit Information Reporting) Directions, 2025 (Ref: DoR.FIN.REC.No.55/20.16.056/2024-25 dated January 6, 2025), and with the objective of minimizing litigation involving Credit Institutions (CIs) and Credit Information Companies (CICs), it is essential that consumer grievances are resolved in a timely and effective manner. Accordingly, the Company shall constitute a Consumer Protection Committee, under the aegis of the Board of Directors.

Composition of the Committee:

The Committee shall comprise the following members:

One Executive or Non-Executive Director
Managing Director / Chief Executive Officer
Chief Operating Officer

Roles and Responsibilities:

The Consumer Protection Committee shall be entrusted with the following functions:

Oversight of Grievance Redressal Mechanism;
Policy Formulation and review, if applicable;
Monitoring Compliance related to consumer;
Root Cause Analysis;
Consumer Awareness Initiatives;
Reporting and Transparency; and
Other acts, as may be required to effectively discharge its roles and responsibilities.

6. General:

Notwithstanding anything contained in this Policy, the Company shall ensure compliance with any additional requirements as may be prescribed under any laws/regulations either existing or arising out of any amendment to such laws/regulations or otherwise and applicable to the Company from time to time.

7. Review:

- a) This Policy is subject to review by the board of directors of the Company as and when deemed necessary. The board of directors of the Company shall annually review the functioning of the grievance redressal mechanism. A consolidated report of such reviews shall be submitted to the Board at regular intervals.
- b) This Policy shall be subject to the applicable laws including but not limited to the rules, regulations, guidelines, directives and instructions issued by the NHB, from time to time and shall supersede the earlier version of the Policy. Any change/amendment in applicable laws with regards to maintenance of an appropriate grievance redressal mechanism shall be deemed to be incorporated in this Policy by reference and this Policy shall be deemed to have been amended and revised accordingly.