



GRIEVANCE REDRESSAL POLICY

1: Background

At SATYA Micro Housing Finance Private Limited (Formerly known as Baid Housing Finance Private Limited)(hereinafter referred as “SMHFPL”, customer service and satisfaction are our prime focus. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones.

In order to make SMHFPL redressal mechanism more meaningful and effective, a structured system has been built. This system would ensure that the redressal sought is just and fair and is within the given frame- work of rules and regulation.

2: Purpose for the policy /objective

1. Ensure visibility and accessibility of complaint handling process to all complainants.
2. Handle Complaints professionally & in a transparent manner.
3. Ensure Objectivity in the complaint handling process.
4. Provide Prompt & Responsive Complaint Resolution to the Customers.
5. Ensure confidentiality of Complainants information unless required for addressing the complaint.
6. Ensure clear accountability for resolution and reporting of complaints.
7. Ensure adherence to all relevant Regulatory & Statutory requirements as mandated by NHB/RBI and mentioned in the Grievance redressal policy.
8. Continually improve its processes & systems by taking inputs from customers, employees and other interested parties.

3: Grievance Redressal Procedure

Step-1: Feedback / Suggestions / Complaints

Customers who wish to provide feedback or send in their complaint may use the following channels between 10:00 am and 7:00 pm, Monday to Saturday (except on national holidays).

- Email us at customer.care@satyahousing.com
- Contact us at customer care number at 1800-202-3637
- Write to us at the below mentioned address:

SATYA Micro Housing Finance Private Limited
519, 5th Floor, DLF Prime Tower,
Okhla Industrial Area, Phase-1, New Delhi-110020

Step-2

In case the complaint is not resolved within the given time frame of 15 days or if he/she is not satisfied with the solution provided by SMHFPL, the customer can approach the Nodal Officer. The name and contact of the Nodal Officer is as follows:

Mr. Sanjeev Jain

Nodal officer:

SATYA Micro Housing Finance Private Limited
Prius Heights, 7th Floor, Sector 125, Noida-201303, India
Email ID: nodal@satyahousing.com Contact No. 7230995533

We assure a response to letters / emails received through this channel within 15 working days. The process of the complaints redressal unit will ensure closure of all complaints to the customers' satisfaction.

Step -3

If the complaint/dispute is not redressed within a period of one month, the customer may approach to the Complaint Redressal Cell of the National Housing Bank lodging its complaints in online mode at the link <https://grids.nhbonline.org.in> OR in offline mode by post, in prescribed format available at link https://nhb.org.in/citizencharter/Complaint_form.pdf on National Housing Bank's website. You may fill and send the form along with letters or enclosures, if any, by post or courier at the address given below:

Complaint Redressal Cell

Department of Regulation, and Supervision
National Housing Bank,
4th Floor, Core-5A, India Habitat Centre,
Lodhi Road, New Delhi – 110 003.
Email Id: crcell@nhb.org.in
Website: www.nhb.org.in

4: Grievances Redressal System

Any communication conveying dissatisfaction about an action taken or lack of action (Delay) in respect of any of the services of the Corporation or of its intermediaries in written, Verbal or digital form shall be taken as grievance or complaint and it shall be recorded by the receiving office in its Grievances Register and –

A serial number will be assigned to it together with the date of receipt;

- a) A written acknowledgement to a complainant shall be sent promptly and in any case within not more than 7 working days;
- b) The acknowledgement shall contain –
 - (i) The name and designation of the officer (if the designated officer is in another office, then the relevant address too) who will deal with the grievance;
 - (ii) Information that necessary action will be taken within fifteen working days from the date of receipt of the grievance by the officer concerned;
 - (iii) Name, address, email-id and phone number of the authority to which the complainant could escalate the matter if his Grievance is not redressed within the specified time frame or if he is not satisfied with the action taken.
- If the office receiving the grievance/ complaint is not the one designated to consider and dispose it, the receiving office shall forward it to the designated office, but after having complied with the requirements at (a) to (c) above.
- The office designated to consider the matter shall make every effort to ensure that grievances / appeals are considered and disposed of within the stipulated period of fifteen days.
- If a customer is not satisfied with the any decision by the apex body, company may have to be returned to the complainant with appropriate advice that he has exhausted all in house avenues for redressal of his grievance and informing about his options for further appeal.

Review of Policy

The above Policy has been formulated in compliance with the RBI's Master Directions - Non-Banking Financial Company – Housing Finance Company (Reserve Bank) Directions, 2021 vide Circular dated Feb 17, 2021 and would be reviewed and amended due to modifications in Directions by the RBI. The Operating Procedures for implementation of the Policy, if required at any stage, shall be issued with the approval of the Board of Director.