

Version: 1.0

**Grievance Redressal Policy -  
Muthoot Housing Finance Limited (MHFL)**

## **Grievance Redressal Policy of MHFL**

### **A. Background:**

MHFL realizes that quick and effective handling of complaints as well as prompt corrective & preventive actions to improve processes are essential to provide excellent customer service to all segments of customers.

To achieve this, MHFL has made a clearly documented policy for redressal of customer grievances. In line with NHB circular: NHB/ND/DRS/Pol-No.34/2011-11: Fair practice code.

Through this policy, MHFL will ensure that a suitable mechanism exists for receiving and addressing complaints from its customers / constituents with specific emphasis on resolving such complaints fairly and expeditiously regardless of sources of the complaints.

### **B. Principles of grievance redressal:**

The guiding principles of the approach to grievance redressal are as follows:

- i. **Transparency:** The customer shall be provided with information regarding the channels they can access to service their requirements and resolve their issues. In addition, the turn - around - time for issues to be addressed including investigation and resolution shall be communicated transparently.
- ii. **Accessibility:** MHFL shall enable the customers to avail of services through multiple published channels.
- iii. **Escalation:** Information on the process of escalation of complaints to the next level in case the customer is not satisfied with the resolution provided by the current level, will be made available in the branches/website.
- iv. **Customer Education:** MHFL shall endeavor to make continuous efforts to educate its customers.
- v. **Review:** MHFL shall have forums at various levels to review customer grievances and enhance the quality of customer service.

### **C. The objective of the policy is to ensure that:**

- All customers are treated fairly and without bias at all times.
- All issues raised by customers are dealt with courtesy and resolved on time.
- Customers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with our response or resolution to their complaint.

**Complaint Definition:** Any expression of dissatisfaction about a product or service that is not resolved at the first point of contact is a complaint.

## **D. Registration of Complaints:**

**The customer can register his complaints through various means, namely:**

- a. Letter: Customers can lodge their complaints in writing by sending a letter to the Branch Manager of the Branch from where they have availed of the loan.
- b. Email: Customers can also email their complaints by writing to mhflcustomer@mutuoot.com.
- c. Verbally: Customers can contact our Branch and advise the Branch staff of their Grievance. The Grievance needs to be recorded in the Complaint Register kept at Branches and details forwarded to HO for Resolution. Customers can also call our Call center at 1800 102 1616 to voice their grievance.

## **Complaint Resolution:**

### **Acknowledgment:**

- a. If the Complaint is made in writing. MHFL will acknowledge the Complaint within 7 working days from date of receipt indicating a time frame for final response.
- b. If the Complaint is made verbally, a reference number would be provided to the customer to track the progress of the Complaint.

### **Response:**

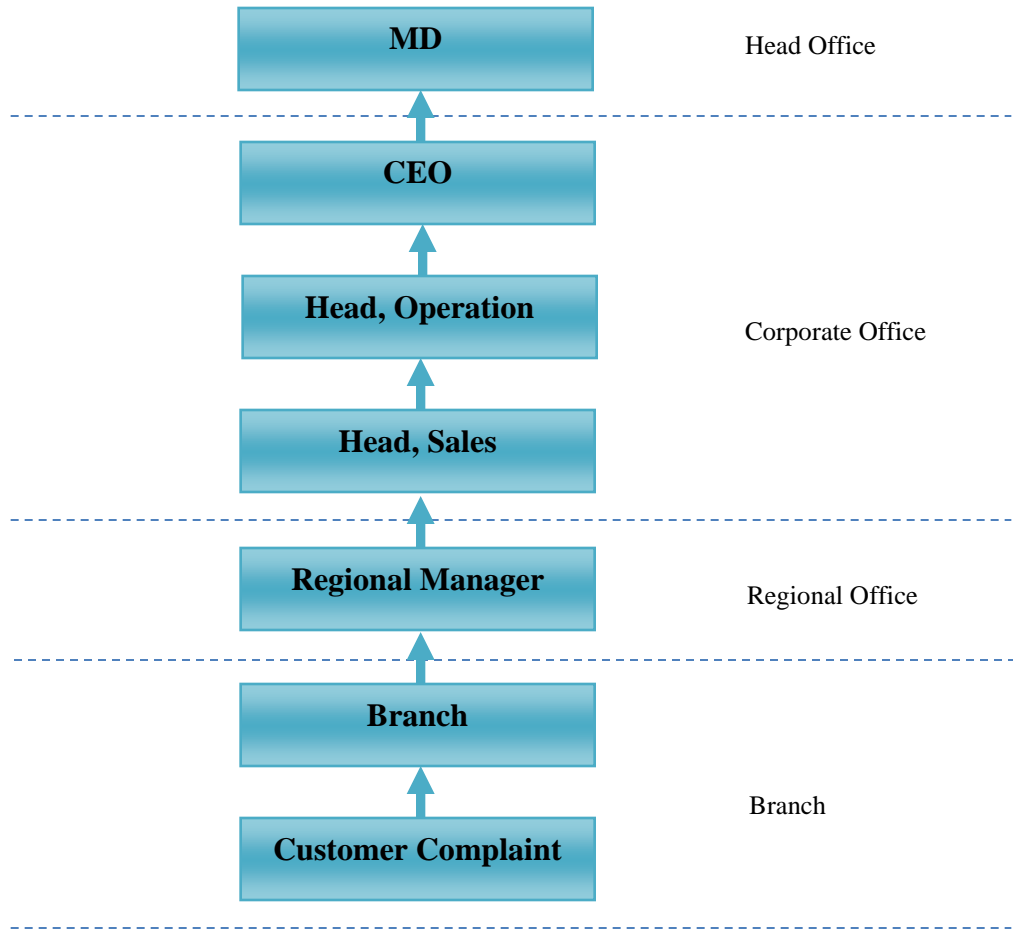
- a. MHFL will provide a response to the customer's complaint within 15 working days of the complaint having been received.
- b. When the response requires retrieval of old documents/records etc MHFL will revert to the customer within 30 working days of receipt of complaint.

### **Escalation Matrix:**

MHFL will display the Escalation Matrix in Annexure 1 at all its branches to provide the customers a clear indication of the process to be followed in case of unsatisfactory complaint resolution.

**Annexure 1:**

**Escalation Matrix/Grid to handle customer complaints:**



**Customer Grievance Helpline: 1800 102 1616**

## **Escalation to regulator:**

If the customer remains dissatisfied with the final response provided by the Company, he may write to National Housing Bank at the following address:

The Complaint needs to be addressed to the Complaints Redressal Cell and forwarded to the following address:

National Housing Bank  
Department of Regulation and Supervision,  
Core 5A, India Habitat Centre,  
Lodhi Road, New Delhi – 110 003

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