Flat No. 1 & 2, Ground Floor, Krishna Towers,
No. 9-13, Sardar Patel Road, Taramani, Adyar, Chennai - 600 020.
98846 58222 / 91767 33999
corporateoffice@navarathnahousing.com
navarathnahousing.com
GST: 33AAECN9105E1ZS CIN: U65922TN2015PLC100156

Navarathna Housing Finance Limited

Customer Grievance Redressal Policy

NHFL
NAVARATHNA
HOUSING FINANCE LTD.
SHELTER TO ALL

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CUSTOMER GRIEVANCE REDRESSAL POLICY

Prepared and Proposed By	HR & Chief Compliance Officer
Reviewed and Recommended By	COO & Advisor
Approved By	Board of Directors
Date of Approval	15th July 2026
Effective date	15th July 2026
Review Cycle	Annually or as recommended by the Board of Directors

PURPOSE

The purpose of this policy is to define the Customer Grievance Redressal process for NHFL in accordance with applicable laws and regulations including those issued by Reserve Bank of India, IRDAI, and other relevant authorities.

SCOPE

Scope of the document covers grievance redressal mechanism and the policy that would be adopted to handle grievances/complaints from our customers.

APPLIES TO

This policy shall be applicable to all Departments, Outsourced agencies and staffs who are interacting with customers of Navarathna Housing Finance Limited (NHFL)

RESPONSIBILITY ASSIGNMENT MATRIX

Responsibility	Level 1 - Branch Manager Level 2 – Regional Manager / Assistant Regional Manager Level 3 - Grievance Redressal Officer (GRO)
Consulted with	Management Committee

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Contents

1. *Introduction:*

In the present scenario of competitive environment, excellence in customer service is the most important tool for sustained business growth. Customer complaints are part of the business life of any corporate entity. As a service organization, customer service and customer satisfaction should be the prime concern of any Company. Providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones.

2. *Scope:*

This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances. Customer dissatisfaction would spoil Company's name and image. The Company's policy on grievance redressal follows the under-noted principles.

This document defines the grievance redressal mechanism and the policy that would be adopted to handle grievances/complaints.

3. *Objective of the Policy:*

i. All customers are always treated fairly and without any bias at all times.
ii. All issues raised by customers are dealt with courtesy and resolved on time.
iii. 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.

4. *Customer complaint handling process*

Complaint Definition:

Formal: A representation in writing, alleging a deficiency in service on the part of a Regulated Entity, submitted by its customer or his/her authorized representative, and seeking relief under the provisions of the Scheme.

General: Any expression of dissatisfaction about a product or service, including third-party products/services, that is not resolved at the first point of contact.

Customer Definition: A person who uses, or is an applicant for, a service provided by a Regulated Entity.

Deficiency in service Definition: A shortcoming or an inadequacy in any service, which the Regulated Entity is required to provide statutorily or otherwise, which may or may not result in financial loss or damage to the customer.

All customer complaints received from any channel have to be duly recorded in the Customer Relationship Management Register and subject to detailed analysis. Resolution dates of these complaints are also captured to track the TAT and efficiency.

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5. ***Mode of receipt of complaints***

i. ***Customer walk-in:*** Customers may visit our branches and lodge complaint, if required, through the Complaint Register.

ii. ***E-mails****:* Customers can share their grievances through email (The details of the email Ids are mentioned in the subsequent section on grievance redressal mechanism in this document).

iii. ***Phone calls:*** Customer care number - 91767 33999 is available for the customer to dial in and speak to our Contact Centre executive on working days (Monday to Friday) between 9.30 a.m. to 5.00 p.m., except Public Holidays.

iv. ***Letter:*** Customers can lodge their complaints in writing by sending a letter to the Branch Manager of the Branch from where they have availed the loan or to Head office address for escalation.

v. ***Website:*** Customers can register their grievances at "Contact Us" link available on our website

vi. ***Regulator/Statutory Authorities:*** Complaints received through NHB (GRIDS), PMO (CPGRAM) Government Authorities and any other Regulatory authority etc. are tracked through register & mails.

6. ***Resolution of complaints***

i. Branch Manager is responsible for the resolution of complaints/grievances in respect of customer's service by the branch. He would be responsible for ensuring closure of all complaints received at the branches. It is his foremost duty to see that the complaint should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then he should be provided with alternate avenues to escalate the issue. If the branch manager feels that it is not possible at his level to solve the problem, he can refer the case to the Regional Manager / Assistant Regional Managers.

ii. For complaints referred, the branch team to interact with the customer to address his/her complaint. Post resolution, the details of the resolution to be updated via mail to the central service team for closure.

iii. Navarathna Housing Finance Limited (NHFL) endeavor is to resolve all complaints within the shortest possible time to the satisfaction of customer. If the complaint is not resolved within the stipulated time, the case is escalated internally to the grievance redressal officer (GRO).

iv. On Resolution of the service request, customer would be informed about completion of the request / complaint. Efforts will be made by Navarathna Housing Finance Limited (NHFL) to obtain confirmation from customer on closure of the complaint.

7. ***Grievance Redressal Mechanism for loan products***

Level 1

The customer may submit the complaint through any of the modes/ channels mentioned above. The first point of redressal will be the service branch of the loan account. The respective Branch Manager will be the first person responsible for addressing the complaint.

Level 2

If the customer is not satisfied with the resolution provided by the Branch Manager, Regional Manager/ Assistant Regional Manager or does not receive any response within 7 working days, the customer may send his/her complaint to Central Service Team by writing to corporateoffice@navarathnhousIng.com or mailing their complaint to "Manager, Customer Service, NAVARATHNA HOUSING FINANCE LIMITED (NHFL) Flat No. 1 & 2, Ground Floor, Krishna Towers, No.9-13, Sardar Patel Road, Taramani, Adyar, Chennai-600020

Note: - Please mention 'Grievance Redressal' on the top of the envelope.

Level 3:

Initial response to the complaint made either to the Branch, Regional Manager / Assistant Regional Manager or the Grievance Redressal Officer of the Company shall be given within 7 working days of receipt of complaint. After examining the matter, it would be NHFL's endeavor to provide the Borrower with the final response or inform about more time to respond, within a period of six (6) weeks from the receipt of such complaint/grievance.

Mr.K.R.Sharath Kumar
Grievance Redressal Officer
Navarathna Housing Finance Limited
Flat No1&2, Ground Floor, Krishna Towers, No 9-13, Sardar Patel Road,
Taramani, Adyar, Chennai - 600020,
Tamil Nadu, India.
Phone: 87544 75454
Email: coo@navarathnahousing.com & corporateoffice@navarathnahousing.com
Website : http://www.navarathnahousing.com

Level 4:

If the customer is not satisfied with the reply provided by the Company or in case no reply is received within the stipulated period, the customer may escalate the complaint to the National Housing Bank at the following address:

The General Manager
National Housing Bank
Department of Regulation and Supervision (Complaint Redressal Cell)
4th Floor, Core 5A, India Habitat Centre,
Lodhi Road, New Delhi 110 003
The complaint may also be mailed at crcell@nhb.org.in
Such complaint may also be registered online with NHB at https://grids.nhbonline.org.in

The Grievance redressal mechanism will be displayed on our website and on our Customer Information notice board maintained at the branch.

8. *Grievance Redressal Mechanism for complaints received by Credit Information Companies (CICs)*

Customer grievance redressal shall be accorded with the highest priority, particularly in respect of complaints relating to updation or alteration of credit information. Any complaint or communication received from Credit Information Companies (CICs) and/or the complainant in this regard shall be addressed by the Company on a priority basis, and prompt action shall be taken to ensure timely and effective resolution.

The Company shall, upon being notified of any inaccuracy in credit information, verify the same and forward the corrected particulars to the concerned Credit Information Company (CIC) and/or the complainant, as applicable, within a period of twenty-one (21) days from the date of such intimation.

The Company and the Credit Information Company(CIC) shall collectively ensure that complaints are resolved within an overall timeline of thirty (30) days. Accordingly, the Company shall complete its actions, including verification and forwarding of corrected information, within twenty-one (21) days from the date of intimation, thereby enabling the CIC to utilize the remaining period of up to nine (9) days for final resolution of the complaint.

The company shall inform the complainant of the action taken on the complaint in all cases, including those where the complaint has been rejected. In case of rejection, the reasons for rejection shall be clearly communicated.

The date of resolution of the complaint shall be considered as the date when the rectified Credit Information Report (CIR) has been shared with the CIC and /or complainant.

The Company shall inform customers, through SMS and/or email (where contact details are available), at the time of reporting the following to Credit Information Companies (CICs):

a) Any default in repayment obligations; and/or
b) Days Past Due (DPD) status in existing credit facilities.

Such communication shall be sent in a timely manner to ensure that customers are aware of the impact of such reporting on their credit history.

In the event that customers wish to approach the Company regarding matters related to updation or alteration of credit information, they may lodge their complaints through any of the channels specified above. The initial point of redressal for such complaints shall be the servicing branch where the loan account is maintained.

9. *Complaints against Recovery Agents/ DSA's / Connectors:*

Issues related to services provided by the outsourced agency (Recovery Agents/ DSA's / Connectors) will be handled appropriately under the Grievance Redressal Mechanism, as explained above.

In the event of receipt of any complaint from the customer against Company's representative/ DSA / Connector on any improper conduct or acted in violation of Fair Practice Code, appropriate steps will be initiated to investigate and to handle the complaint.

The respective vertical will be intimated to take appropriate action and followed up for closure. Complaints received by Navarathna Housing Finance Company Limited regarding violation of the Code of Conduct by recovery agencies, would be viewed seriously.

When a Grievance/compliant has been lodged against outsourced agencies, Navarathna Housing Finance Limited (NHFL)will take the responsibility to interact with outsourced agencies and ensure for closure of the complaints to the satisfaction of the customer.

10. *Grievance Redressal Mechanism for Insurance products*

All 'Service Requests' and/or 'Complaints' should be resolved as expeditiously as possible and the turnaround time should not exceed the timelines provided in IRDAI (Protection of Policyholder's Interest) Regulation, 2002 and IRDAI (Registration of Corporate Agents) Regulations, 2015 and any other regulations / circulars / communications prescribed by IRDAI from time to time.

In case the Service Request or Complaint requires intervention of the Insurance Company, the same should be forwarded to the Insurance company within 3 working days from the date of receipt of such 'Service Requests and/or 'Complaints'.

A register containing details of all the 'Service Requests' or 'Complaints' should be maintained. The register should contain the name of the policy holder or the person making the inquiry, nature of enquiry or service request, details of policy issued/solicited, and action taken thereon.

If a customer wants to make a complaint:

Stage 1

He/she may submit the complaint through any of the modes/channels mentioned above. The respective Branch Head will be the first person responsible for addressing the complaint. The customer can also contact the Insurance Company directly either through email or their call centre, the details as available in the policy document.

Stage 2

If the customer is not satisfied with the resolution provided by the Branch Manager, Regional Manager / Assistant Regional Manager & does not receive any response within 7 days, the customer may send his/her complaint to coo@navarathnahousing by writing to or alternatively the customer may contact the GRO of the Company whose details are given below:

Name of the GRO: K.R.SharathKumar: coo@navarathnahousing.com
corporateoffice@navarathnahouisng.com
Contact no. 87544 75454

Note: - Please mention 'Grievance Redressal' on the top of the envelope.

Stage 3

Where the complaint relates to insurance products sold by the Company, and is not resolved to the customer's satisfaction within 14 days by the Company, the customer may approach IRDAI through the following channels:

a. Can make use of the Bima Bharosa system - IRDAI Portal at https://bimabharosa.irdai.gov.in/ for registering the complaints themselves and to monitor the status of the complaints
b. Can send the complaint through Email to complaints@irdai.gov.in.
c. Can call Toll Free No. 155255 or 1800 4254 732.
d. Apart from the above options, if it is felt necessary by the complainant to send the communication in physical form, the same may be sent to IRDAI addressed to:

   The General Manager
   Insurance Regulatory and Development Authority of India (IRDAI)
   Policyholder's protection & Grievance Redressal Department – Grievance Redressal Cell. Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500 032.

Stage 4

If the customer is not satisfied with the resolution provided at Stage 3, they may be guided to approach the Insurance Ombudsman.

11. *Time frame*

The time frame of complaint resolution will depend on the nature and complexity of the issue. The Company will strive to resolve the complaints within the minimum time frame as possible as per the Fair Practice Code to monitor and supervise the upper time limit for resolution of all escalations.

Compliant towards	Maximum Timeframe
Loan	30 days
Insurance	14 days
CIC	21 days

12. *Monitoring and review of complaints*

i. An MIS for all the open complaints to be prepared and shared with all the stakeholders highlighting the number of days the case is pending for resolution.
ii. Complaints received from the Regulator on GRIDS to be handled in the manner as mentioned in section "Resolution of Complaints" and shall be resolved within 21 days of receipt.
iii. Complaints to be periodically reviewed by the Customer Service & Grievance Redressal Committee and the minutes to be released after the review meeting.

iv. Customer Service and Grievance Redressal Committee shall be responsible for:
   1. Regularly meet and review the position of complainants received and action taken on various complaints.
   2. Formulate standard responses and corrective actions to reduce the incidence of complaints.
   3. Evaluate feedback on quality of customer services are followed.
   4. Ensure that all the regulatory instructions regarding customer services are followed.
   5. Review that all the regulatory instructions regarding customer services are followed.
   6. Review unresolved complaints/ grievances and offer their advice/ corrective actions.
   7. Monitor the type of Grievances/ Complaints received and corrective practices to reduce complaints.
   8. Review of the compliance of the Fair practices code and functioning of the grievance redressal mechanism are reviewed at the Grievance redressal committee meeting at periodic intervals.

13. *Complaints from Persons with disabilities*

Navarathna Housing Finance Limited (NHFL) does not differentiate customers. All channels which are available for customers will also be available for customers with disabilities. For walk-in customers, assistance will be provided by the Branch staff. The Company shall ensure redressal of grievances of persons with disabilities under the Grievance Redressal Mechanism as explained above.

14. *Maintenance of Records:*

The record of each grievance/complaint received by the Company and the measures taken for its redressal shall be preserved for a minimum period of 8 years from the date of resolution either in physical or digital form.

15. *Dissemination of Policy:*

This Policy shall be hosted, in public domain, on the website of the Company.

Mandatory Display at Branches:

i. Name, address and contact number of GRO(s) is made available on public domain.
ii. This Policy is printed on Sanction Letter/ MITC/ Fair Practice Code/ Website/ Branch Display Boards for information.
iii. Code of HFC's commitments to customers/ Fair Practice code is available on Website/ Branch Display Boards.

Awareness to customers:

iv. All efforts shall be made to customers through regular communications towards creation of awareness about the grievance redressal mechanism and the channels available for them to reach Navarathna Housing Finance Limited.

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16. ***Review:***

This Policy may be amended, modified or supplemented from time to time to ensure compliance with any modification, amendment or supplementation to the Regulations or as may be otherwise prescribed by other applicable laws from time to time. The Policy shall be reviewed at least annually or as and when required by the applicable rules and regulations.

For Navarathna Housing Finance Ltd.,

(Managing Director)