

# **Adani Housing Finance Private Limited**

## **Consumer Grievance Redressal Policy**

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**Consumer Grievance Redressal Policy  
(As approved by the Board of Directors of the Company)**

**1. Introduction**

The Consumer Grievance Redressal policy, as advised by regulator, has been formulated with an aim at reducing Consumer dissatisfaction and minimizing instances of Consumer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of Consumer complaints and grievances.

As part of the best corporate practices and in line Adani Housing Finance Private Limited (AHFPL) has prepared “**Consumer Grievance Redressal Policy**” and same has been approved and adopted by the Board of Directors of the Company.

Adani Housing Finance Private Limited [AHFPL] is required to have its Consumer Grievance Redressal policy for redressal of Consumer complaints and resolving queries in a timely manner and in line with extant guidelines framed therein. This Consumer Grievance Redressal policy is framed keeping in mind the same. The policy has the following principles:

- Employees work in good faith and without prejudice to the interests of the Consumers
- Consumers are to be treated fairly at all times
- All complaints are treated efficiently and fairly
- Complaints raised by Consumers are dealt with courtesy on time
- Consumers 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 the response of the branch to their complaints

**2. Mandatory Display Requirements**

- AHFPL has formulated a standard Code of Conduct for its employees which defines the ethics as well as lays down the code of conduct at the workplace
- AHFPL has also formulated a Fair Practice Code which defines the practices and procedures for dealing with the Consumers in a fair manner
- All communication material, product brochures , products and process information is generally provided in English language and wherever necessary local language and/or Hindi is used, its provided in that language
- AHFPL’s Consumer s can inform their grievance at the respective branch or Head Office and standard Consumer complaint registers are available across the branches
- AHFPL has also displayed at each branch as well as on its website the escalation process for Consumer grievances along with the details

### 3. Policy Fundamentals

For the purpose of Consumer Grievance Redressal , a “Consumer ” is defined as :

- A person or entity that maintains an account and/or has a business relationship with the Company
- One on whose behalf the account is maintained (i.e. the beneficial owner);
- Beneficiaries of transactions conducted by professional intermediaries such as Stock Brokers, Company Secretaries, Chartered Accountants, Solicitors etc. as permitted under the law, and
- Any person or entity connected with a financial transaction which can pose significant reputation or other risks to the Company, say a wire transfer or issue of a high value demand draft as a single transaction.

### 4. Resolution of Grievances

- AHFPL strives for consumer satisfaction within the framework of law, adopted policies and procedures.

#### Level 1

If customer have any grievances/ complaints, Walk-in at Branch and write to the branch manager or email at [customercare.ahfpl@adani.com](mailto:customercare.ahfpl@adani.com) or call on our toll free number at 18002104111. The complaint will be addressed as soon as it is received.

- If a complaint has been received in writing from a customer, Company shall endeavor to send an acknowledgement / response within a week. The acknowledgement should contain the name and designation of the official, who will deal with the grievance. If the complaint is relayed over phone at HFC's designated telephone helpdesk or customer service number, the customer shall be provided with a complaint reference number and be kept informed of the progress within a reasonable period of time.
- After examining the matter, Company shall send the customer its final response or explain why it needs more time to respond and shall endeavor to do so within six weeks of receipt of a complaint and he/she should be informed how to take his/her complaint further if he/she is still not satisfied.

The Company shall endeavor to close the complaint within 8 days from the date of receipt of Complaint.

**Level 2**

If the customer is not satisfied with the resolution provided at level 1 or his/her queries is not solve within 8 days, the customer may escalate to:

[escalation.ahfpl@adani.com](mailto:escalation.ahfpl@adani.com)

**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:

**Grievance Redressal Officer**

Mr. Anurag Pandey  
Adani Housing Finance Private Limited  
Corporate Office;  
1004/5, C-Wing, One BKC,  
C-66, G – Block, Bandra Kurla Complex,  
Bandra East, Mumbai 400 051.

**Level 4**

In case the complainant does not receive response from the Company within a period of one month or is dissatisfied with the response received, the customer may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaint in online mode at the link <https://grids.nhbonline.org.in/>

Or may write to :

National Housing Bank.  
Grievance Redressal Cell.  
Department of Regulation & Supervision.  
National Housing Bank. 4th Floor,  
Core 5A, India Habitat Centre,  
Lodhi Road. New Delhi - 110 003