



Capri Global Housing Finance Limited

Customer Grievance Redressal Procedure

Version - 1.1

Title	Grievance Redressal Procedure
Department	Customer Service
Current Version	1.1
Effective Date	29/10/2024
Review Cycle	1 year
Due Date of Review	29/10/2025

Document Contact Details

Role	Designation
Author	Suraj Shimpi (Head - Customer Service)
Reviewer	Sanjeev Srivastava (CRO)
Approved by the Board	10/09/2024 and 29/10/2024

Amendment Details

Version	Date	Annual Review / Amendments
1.1	29/10/2024	<ul style="list-style-type: none">• Complaints received from prospective customers before generation of Loan Application no. / Loan Account no• If complainant is not party to the loan, it will not be treated as complaint except the complainant received from prospective customers

Documents History

Version	Date	Annual Review / Amendments	Remarks
1.0	11/09/2024	New	New
1.1	29/10/2024	Amendments	Amendments

Index

<u>Sr. No.</u>	<u>Subject</u>	<u>Page No.</u>
I	Introduction	3
II	Definitions of Query, Request & Complaint	3
III	Grievance Redressal Mechanism (Escalation Matrix)	4
IV	Review & Oversight of Monitoring Customer Grievances	6

I. Introduction:

This Policy document lays down a clear and transparent Policy which aims at minimizing the instances of Customer grievances by providing proper service and having a comprehensive review mechanism to ensure prompt redressal of the same. This Policy includes the definitions of Query, Request & Complaint and also the Mechanism of grievance redressal & review of grievances. The company will focus on continuous improvement of its customer service in order to achieve high Customer satisfaction. The review mechanism will help the Capri Global Housing Finance Limited (CGHFL / the company) with valuable feedback regarding the shortcomings in the product features and service delivery.

II. Definitions of Query, Request & Complaint:

Query: Any question raised by customers, expressing doubt about something or looking for an answer from the company, is a Query. Examples of Queries are

- A form of questioning, in line of enquiry about the details of loan.
- In nature of a request for information or guidance.
- Any clarification required.
- Checking of status/ progress for service/deliverables.

Request: If customer requires any details/ documents pertaining to the loan account or customer wish to do any transaction in his loan account, then it is a Request. Examples of Request are

- Request of Statement of Account / Amort Schedule.
- Part Payment of loan.
- Request for Pre-closure of loan.
- Change in mobile number / email id etc.

Complaint: Complaint means a representation in writing or through electronic means or through call or in person, alleging the deficiency in services on part of the organization or an employee.

Below will be treated as Customer Complaints:

- Customer not satisfied with the response / resolution received on the request.
- Customer escalated to Nodal Officer & Regulators after approaching the customer service team.
- Customer categorially mentions that he / she wants to raise complaint through call center / email / branch walk ins / correspondence letter.
- Complaints received from prospective customers before generation of Loan Application no. / Loan Account no.

Below will not be treated as Customer Complaints:

- If complainant is not party to the loan, it will not be treated as complaint except the complainant received from prospective customers.

III. Grievance Redressal Mechanism (Escalation Matrix):

A. Mechanism for Customers to Lodge Complaint:

CGHFL aims to provide best customer service and is consistently striving on creating a robust and efficient customer platform. CGHFL will guide customers who wish to lodge a complaint and provide guidance on what to do in case the customer is unhappy with the outcome. After examining the matter CGHFL will send a response as soon as possible; CGHFL will also guide a customer on how to take the complaint further if the customer is not satisfied.

The Customer may contact the Office for any Query, Request or Grievance through any of the following channels:

Level 1

1. Telephonic communication with our Call Centre at 1800-102-102-1 (toll free) between 10:00am - 5:00pm from Monday to Friday (Except Public Holidays).
2. e-mail: - care@capriglobal.in
3. written letter addressed to Customer Service, Capri Global Housing Finance Limited, 502, TowerA, Peninsula Business Park, Senapati Bapat Marg, Lower Parel, Mumbai 400013.
4. Visiting the nearest Capri Global Housing Finance Ltd service branch from Monday to Friday(Except Public Holidays) during the working hours from 10:00 A.M to 5:00 P.M.

In Level 1, the Complaints received shall be resolved within 15 days from the date of receipt.

Level 2:

The Company shall appoint Principal Nodal Officer (PNO) in accordance with Reserve Bank – Integrated Ombudsman Scheme, 2021.

In case complaint is not been resolved within the defined TAT or if the customer is not satisfied with the resolution provided, customer can raise complaint to the Principal Nodal Officer of the company. Below are the details of Principal Nodal Officer:

- Name of the Officer – Mr. Satish Tryambak Shimpi
 - Designation Principal Nodal Officer
 - Telephone: 022-43548200 / 022-66518011
 - Website: www.capriglobal.in
 - E- Mail: nodalofficer@capriglobal.in
-
- Details of the Principal Nodal Officer shall be displayed on the Website and in Branches of the Company.
 - All such complaints shall be addressed and resolved within 15 days from the date of escalation in Level 2.
 - All grievances shall be heard and disposed of by a person at least one level higher to the

person/designation against / relating to whom the grievance is made. After examining

the matter, it will be our endeavour to provide the borrower / applicant with our final or other response within a period of 30 days from receipt of such complaint.

Level 3:

- If the complaint / dispute is not redressed within a period of 30 days, the customer may approach to Banking Ombudsman, Reserve Bank of India to lodge a complaint at Complaint Management System Portal: <https://cms.rbi.org.in>.
or
to the Officer-In-Charge of the of RBI at Centralized Receipt and Processing Centre (CRPC) Reserve Bank of India, Central Vista, Sector 17, Chandigarh - 160 017.
- On receipt of the complaint through RBI, reply to the Ombudsman for resolution shall be given within 15 days as per the Integrated Ombudsman Scheme. Provided that the Ombudsman may, at the request of the Regulated Entity in writing to the satisfaction of the Ombudsman, grant such further time as may be deemed fit to file its written version and documents.

B. Mechanism to handle Customer Complaints received at Branches, at Call Centre, via email and at PNO Office:

- Acknowledgement & Recording of Complaints:
 - Post receiving complaint, respective team (Customer Service Team / Branch Team) to discuss with complainant & understand the nature of grievance in detailed and acknowledge the receipt of complaint.
 - The acknowledgement via email should contain the name & designation of the official who will deal with the grievance. If the complaint is relayed over phone at company's customer service number or in person at branch, the customer shall be provided with a complaint reference number and be kept informed of the progress within a reasonable period of time.
 - After understanding the nature of grievance, complaint to be registered / SR to be created in Customer Request Management (CRM) application.
- Complaint Resolution:
 - Basis the nature of grievance, it is to be taken up with respective functional department for the resolution. Respective Team to ensure that complaint is raised to at least one level higher to the person/designation against / relating to whom the grievance is made.
 - Resolution provided by respective functional department is to be reviewed by respective team and customer's complaint is either accepted or partially/fully rejected.
 - If it requires more time to redress the complaint, an intimation / interim response is given to complainant.
- Assign to Internal Ombudsman (IO)
 - Partially or fully rejected complaints (except those complaints which are outside the purview of IO) are to be assigned to Internal Ombudsman (IO).

- IO to examine the complaints based on records available, including any documents submitted by the complainant, and comments/clarifications furnished by the complaint resolution team to the specific queries of the IO.
- Post examination of complaint, IO to upholds or overrules the decision of complaint resolution team.
- Closure of Complaint
 - Basis IO's decision as per procedural guidelines mentioned in IO SOP, complaint to be disposed of and intimation to be sent to complainant on redressal.
 - Also, in case complaint is received through RBI CMS portal, response with IO's view & intimation to complainant is updated on CMS portal.

C. Mechanism to redress the Grievances relate to services provided by the Outsourced Agencies:
 Company will also deal with the issues relating to services provided by the outsourced agencies to the customers. Responsibility for redressal of customers' grievances related to outsourced services shall rest with the Company.

IV. Review & Oversight of Monitoring Customer Grievances:

- The company shall establish a Complaints Resolution Team to monitor the customer grievances logged in the company on a regular basis.
- Complaint Resolution Team shall analyse and undertake root-cause analysis (RCA) of the complaints on regular basis. The RCA shall be carried out basis the nature and type of complaint with a view to identify areas of complaints which are recurring in nature and require process review / process change.
- Customer Grievance Redressal Committee shall be formed to review the effectiveness of the grievance redressal mechanism of the company. Committee shall review and analyse and identify the improvement areas.
- Key aspects of the analysis along with Summary of Complaints received shall be highlighted to Customer Grievance Redressal Committee on Quarterly Basis and a note shall be placed in meeting of the Committee.
- Customer Grievance Redressal Committee shall submit an update in this regard to the Board of Directors, at least twice in a year and initiate prompt corrective action wherever people / process / policy related gaps identified.