



ORANGE CITY HOUSING
Finance Private Limited
(Formerly Known as ORANGE CITY HOUSING FINANCE LIMITED)

Consumer Grievance Redressal Policy

Version 1.3

For Private Circulation Only

Consumer Grievance Redressal

I. Introduction

Orange City Housing Finance Private Limited (OCHFL) is a Housing Finance Company (HFC) Based at Nagpur, registered with the National Housing Bank New Delhi wholly owned by RBI and incorporated with Registrar of Companies, Mumbai under the Companies Act 1956. OCHFL is one of the 100 odd HFC license holder across India and only one in Central India. OCHFL provide affordable housing loans to all sections of the society. Since inception we have led our clients on the path of success by lending home loans to individuals for Purchase / Construction / Extension / Renovation etc. eventually helping them to achieve their goals of owning their own home / house.

I. Company Philosophy

OCHFL has been incorporated with an intent to be an enabler in providing credit access to first time home buyers in EWS/LIG/MIG segment and aims to contribute meaningfully towards Government of India's mission "Housing for All". With an underlying philosophy of changing the status quo in the society, the Company intends to work on a philosophy of giving back to the society in a way and fashion that cause a sustainable change for the larger good of Indian populace without any discrimination based on religion, creed, caste, color or gender. The Company aims to undertake those initiatives which would bring about positive irreversible change for the betterment of the society and would help the beneficiaries quantitatively and qualitatively in their lives.

Our Vision is to be the leading Housing Loan provider in Central India known for

- Service Levels
- Loans Affordability
- Transparency of Operations
- Contribution to Society

OCHFL aims at fostering a maximum contented customer base in a mutually profitable way. It is therefore important to appraise the customer in unambiguous terms before offering a product or service to him. This Policy serves as a base document broad guideline to the fees / incentive payable to the loan origination team.

II. Mission of Policy

OCHFL Believes in and complies with the general practices that are in line with the Master Directions provided by RBI/NHB to housing finance companies. At OCHFL, we believe that an effective management and administration with proper accounting standards is imperative to ensure a long and healthy life of the company.

The purpose of this document is to define Policy and guidelines for the company in accordance with the Company law and RBI/NHB Master Directions for housing finance companies. This is living documents and supposed to be updated on a regular basis. Any, regulatory change that would impact the accounting aspects of the company would be reflected here.

This document should not be seen in isolation but in conjunction with the other policy documents that define the overall working of the company. For the sake of simplicity and to avoid confusion, any matter covered in other policy documents is not repeated in this document.

III. Preface

As mandated by the regulator the National Housing Bank (NHB), OCHFL has formulated a policy with an objective to address to the grievances of the customers, reduce the instances

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of customer dissatisfaction and improve the service standards. Therefore, as a part of the business excellence philosophy practiced at OCHFL, "Consumer Grievance Redressal Policy" has been prepared and has been ratified by the OCHFL board.

OCHFL's consumer grievance redressal policy has been designed to attend to the complaints made by customers and resolving the same to the satisfaction of the customer and the Company within stipulated time as per the guidelines mentioned in the policy document. Accordingly, the policy has been prepared with the below mentioned principles

- A. Employees are the flag bearers of the Company and work on the principles of truth, transparency and sincerity catering to the requirements of the customers.
- B. Employees give primary importance to the grievances of the customers and take required steps promptly to address their concerns in a fair and impartial manner.
- C. Customers are educated by the employees at all times in regards to lodge their concerns / complaints / grievances and also informed of the escalating mechanism in case their concerns are not addressed properly or they are not fully satisfied.
- D. Increase transparency so that customer can have a better understanding of OCHFL processes and policies.
- E. Promote fair and cordial relationship between customer and the company;
- F. Assure a consistent experience across all offices of OCHFL and foster customer confidence

IV. Mandatory Display Requirements

- A. OCHFL 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
- B. OCHFL has also formulated a Fair Practice Code which defines the practices and procedures for dealing with the Consumers in a fair manner
- C. All communication material, product brochures, products and process information are generally provided in English language and wherever necessary local language and/or Hindi is used, its provided in that language
- D. OCHFL's Consumer can inform their grievance at the respective branch or Head Office and Standard Consumer Complaint Registers are available across the branches
- E. OCHFL has also displayed at each branch as well as on its website the escalation process for Consumer grievances along with the details

V. Modes of receiving grievances

Following are the mode of receiving the complaints / grievances.

A. Physical

For collating all customer complaints / grievances, Orange City Housing Finance Limited ("OCHFL") will make available Complaint Registers at each Branch and attend to / address those at the respective Branch/es itself. The respective 'Branch Managers' will be responsible to gather any such Grievance/s received and as found necessary seek assistance from Head – Operations to resolve all such Grievances raised, satisfactorily and within time-lines indicated in this policy.

- B. **On Website** - The Company's website www.ochfl.in has a button titled grievance. Home loans , where customers can lodge their grievances. All such grievances will be addressed by Head – Operations by involving necessary personnel, within the turnaround times indicated hereunder.

VI. Nature of Grievances

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While it may be difficult to pre-empt all grievances that customers may raise, some common ones that can be expected are in the nature of the following, viz

- A. Non-issuance of Loan Account statement
- B. Non-receipt of Part / Full Payment OR refusal to issue acknowledgement / receipt
- C. Non-issuance of Repayment Schedule
- D. Non-acceptance of a Pre- Closure Request
- E. Non-confirmation of change in Address/ Email ID/ Contact No.
- F. Non-issuance of Provisional Interest Certificate for Income Tax Purposes
- G. Non-issuance of Photocopy of documents,
- H. Non-issuance of List of documents,
- I. Non-issuance of No dues certificate after loan closure,
- J. Non-issuance of original documents
- K. Not addressing Interest & other charge related queries
- L. Not aiding in the swapping of PDCs or Security
- M. Not informing of change in EMI pursuant to increase / decrease in loan/Rol, or
- N. Failure to provide any other information sought,

VII. Redressal Process

Any person, including the Borrower(s), can lodge a complaint to Branch Manager by visiting branch office or can write to OCHFL by accessing its website service@ochfl.in or at contact number 8655306160.

In case a representation is made at the branch which is not resolved, the complainant can write to support@ochfl.in OCHFL shall contact the Borrower(s) or the person making the complaint and initiate resolution of the issue within seven working days of receipt of the complaint. as the first level of escalation.

If any resolution of complaint needs additional time, we will inform the customer/regulator for the reasons of delay in resolution and provide expected time lines for resolution of the issue.

Alternatively, you can email your complaints to the Officer in charge of Grievance Redressal, details provided as below

Grievance Redressal Officer:
Mr. Vijay Puri
Email ID: opshead@ochfl
Contact Number: +918655306160

VIII. Escalation of Complaints

If a customer is not satisfied with the resolution provided through various channels, the customer can escalate the issues to the next higher level, as per the escalation matrix available at the branch.

Email ID of concerned officials shall be displayed at all branches.

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Name	Email ID	TAT
Level 01	service@ochfl.in	7(seven) Working days
Level 02	support@ochfl.in	7(seven) Working days
Level 03	opshead@ochfl.in	7(seven) Working days
Level 04	ceo@ochfl.in	7(seven) Working days

IX. Nodal officer

The Officer in charge of Grievance Redressal shall be the Nodal Officer to address all service-related grievances raised by OCHFL's Customers. All Grievances shall be brought to his notice by the concerned officials

A. Further escalation

If the customer's issue is not found resolved even after contacting various complaint resolution channels, he/she can escalate the issue by writing to the
The Chief Executive Officer
Orange City Housing Finance Private Limited
C-701, 7th floor, Marathon Innova,
Ganpatrao Kadam Marg, Lower Parel – west,
Mumbai – 400 013.

B. Escalation to regulator

If you are not satisfied with the response from the company within the abovementioned time frame, you may approach Complaint Redressal Cell, Department of Regulation & Supervision, National Housing Bank, 4th Floor, Core 5A, India Habitat Centre, Lodhi Road, New Delhi 110 003, or email at crcell@nhb.org.in

C. Reporting to the Board

A periodic dashboard of Consumer Complaints / grievances will be presented to the Board at review meetings, showing therein total number of grievances received, grievances resolved, categorization of grievances and steps by way of process refinement/s taken up to mitigate grievance/s / occurrence/s.

X. Training

Sensitizing operating staff on handling complaint and staff would be properly trained for handling complaints. It would be the responsibility of the Nodal Officers to ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels. They should give feedback on training needs of staff.