

खुशियां आपकी साथ हमारा....

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U67120RJ1995PLC009580



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**MENTOR HOME LOANS INDIA LTD.**

# GRIEVANCE REDRESSAL POLICY

Revision History:	
Effective From	25 <sup>th</sup> March, 2015
1 <sup>st</sup> Amendment	31 <sup>ST</sup> March, 2017
2 <sup>nd</sup> Amendment	24 <sup>th</sup> March, 2018
3 <sup>rd</sup> Amendment	24 <sup>th</sup> October, 2019
4 <sup>th</sup> Amendment	31 <sup>st</sup> March, 2021
5 <sup>th</sup> Amendment	03 <sup>rd</sup> September, 2021
6 <sup>th</sup> Amendment	28 <sup>th</sup> December, 2022

**MENTOR HOME LOANS INDIA LTD.**

MENTOR HOUSE, GOVIND MARG, SETHI COLONY, JAIPUR,  
RAJASTHAN – 302004, Tel : 0141 – 2611999, 8946800800 Email:-  
[info@mentorloans.co.in](mailto:info@mentorloans.co.in), Website: [www.mentorloans.co.in](http://www.mentorloans.co.in)

## Grievance Redressal Policy

(The Policy is formulated as per directive of NHB)

### I. Introduction

In the present scenario of competition, 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. HFC are service organizations. As a service organization, customer service and customer satisfaction should be the prime concern. Our company believes that providing prompt and efficient service is essential not only to acquire new customers, but also to retain existing customers & customer dissatisfaction would spoil companies name and image.

The purpose of this document is to define consumer grievance redressal policy for our HFC in accordance with the NHB directions.

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. The review mechanism envisages identifying shortcomings in product features and service delivery.

### II. Our purpose for the policy /objective

1. Ensure visibility and accessibility of complaint handling process to all complainants.
2. Handle Complaints professionally & in a transparent manner.
3. Ensure Objectivity in the complaint handling process.
4. Provide Prompt & Responsive Complaint Resolution to the Customers.
5. Ensure confidentiality of Complainants information unless required for addressing the complaint.
6. Ensure clear accountability for resolution and reporting of complaints.
7. Ensure adherence to all relevant Regulatory & Statutory requirements as mandated by NHB and mentioned in the Grievance redressal policy.
8. Continually improve its processes & systems by taking inputs from customers, employees and other interested parties.
9. Ensure adherence to the Compensation policy as defined by the Bank

### Difference between complaint and query

#### Complaint

A complaint may be defined as

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“An expression of dissatisfaction made to an organization, related to its products and services, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected”

A complaint has to be expressed in writing.

### Query

A query can be defined as a question, often expressing doubt about something or looking for an answer from an authority. A query is:

- A form of questioning, in a line of enquiry
- In nature of a request for information or guidance
- Where there is an expectation from the customer –for data / clarification

## III. Grievances Redressal procedure

### Step 1

Please visit to our nearest Branch and submit your complaints/grievance get your complaint logged in the “Complaint & Grievance Register” maintained at the branches (During the working hours from 9:30 A.M to 7:00 P.M)

We will respond to your complaint within 15 working days.

### Step 2

If you are still not satisfied with the resolution you receive, or you don't receive any response within 15 working days you can write, mail, fax or call to the Nodal Officer of the company:

**Mr. Sahil Goyal**  
**Mentor House, B-9, Govind Marg,**  
**Sethi Colony, Jaipur-302004**  
**E-Mail ID: [sahil@mentorloans.co.in](mailto:sahil@mentorloans.co.in)**  
**Office: +91 141-2611999**

After examining the matter, we shall send the customer our final response or explain why it needs more time to respond and shall endeavor to do so within 15 working days.

If your complaint still remains unresolved, you may directly approach the regulatory authority of Housing Finance Companies, National Housing Bank for redressal of your complaints at below address:

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**National Housing Bank,  
Department of Regulation and Supervision,  
(Complaint Redressal Cell)  
4<sup>th</sup> Floor, Core- 5A, India Habitat Centre,  
Lodhi Road, New Delhi – 110 003**

The complaint can also be lodged at: <https://grids.nhbonline.org.in>

#### IV. Grievances Redressal System

Any communication conveying dissatisfaction about an action taken or lack of action (Delay) in respect of any of the services of the Corporation or of its intermediaries or any other outsourced agency in written, verbal or digital form shall be taken as grievance or complaint and it shall be recorded by the receiving office in its Grievances Register and –

- (a) A serial number will be assigned to it together with the date of receipt;
  - (b) A written acknowledgement to a complainant shall be sent promptly and in any case within not more than 7 working days;
  - (c) The acknowledgement shall contain –
    - (i) The name and designation of the officer (if the designated officer is in another office, then the relevant address too) who will deal with the grievance;
    - (ii) Information that necessary action will be taken within fifteen working days from the date of receipt of the grievance by the officer concerned;
    - (iii) Name, address, email-id and phone number of the authority to which the complainant could escalate the matter if his Grievance is not redressed within the specified timeframe or if he is not satisfied with the action taken.
- If the office receiving the grievance/ complaint is not the one designated to consider and dispose it, the receiving office shall forward it to the designated office, but after having complied with the requirements at (a) to (c) above.
  - The office designated to consider the matter shall make every effort to ensure that grievances / appeals are considered and disposed of within the stipulated period of fifteen days.
  - If a customer is not satisfied with the any decision by the apex body, company may have to be returned to the complainant with appropriate advise that he has exhausted all in-house a venues for redressal of his grievance and informing about his options for further appeal.

#### Closure of Grievance:

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The complaint shall be considered as disposed of and closed when:

- (a) The designated grievance redressal officer / authority has acceded to the request of the complainant fully;
- (b) Where the complainant has indicated acceptance of the response of the insurer in writing;
- (c) Where the complainant has not responded to the insurer within eight weeks of being intimated the final decision of the grievance officer on his grievance/complaint.

#### **V. Electronic channels**

Customers may register their complaints through emails. Online complaint form is available on our website [www.mentorloans.co.in](http://www.mentorloans.co.in)

#### **VI. Interaction with customers**

The company recognizes the fact that the customer's expectation/ requirement/ grievances can be better fulfilled/redressed through personal interaction with customers by our staff.

We shall take customer feedback which would send a message to the customers that the company cares for them and values their feedback/suggestions for improvement in customer service.

Many of the complaints arise on account of lack of awareness among customers about our services and such feedbacks would help the customers appreciate our services better.

The feedback from customers would be valuable input for revising products and services to meet customer requirements/needs.

#### **VII. Branch Level Customer Service**

In order to encourage a formal channel of communication between the customers and the company at the branch level, Customer Service personals would meet to study complaints/ suggestions, cases of delay, and difficulties faced / reported by customers / and evolve ways and means of improving customer service.

#### **VIII. Sensitizing operating staff on handling complaint (training)**

Staff would be properly trained for handling complaints.

The company is dealing with people and hence difference of opinion and areas of friction can arise.

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With an open mind and a smile on the face our staff should be able to win the customer's confidence. 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.

## **IX. Pre-empting occurrence of customer grievances**

Customer grievances provide valuable feedback on quality of service at branches and whether the initiatives taken by the company in technology and re-engineering of business processes are having the desired impact on business growth and improved customer satisfaction.

The company also understands the importance of sensitizing staff to handling customer transactions / requests with courtesy, empathy and promptness.

Customer Relations Programs shall be organized at all branches where staff and customers meet and interact freely on service related issues.

The company shall also conduct training programs regularly for staff on customer service and minimizing customer grievances.

The company shall also conduct customer satisfaction surveys periodically to understand customers' perception of our service and to identify priority areas for improvement of customer satisfaction.

## **X. Modification of policy**

The Board of Directors/ Committee of the Company provides for periodical review of the compliance at various levels of management. A consolidate report of such reviews (if required) may be submitted to the Board/Committee at regular intervals, as may be prescribe by it.

The Company reserves to itself the right to alter/delete/add to these codes at any time without prior individual notice and such alterations /deletion/addition shall be binding.

**Pawan Kumar Goyal**  
**Managing Director**

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