

**VARASHAKTI HOUSING FINANCE PRIVATE LIMITED (“VHFL” or “the Company”)**

**Grievance Redressal Mechanism**

This Grievance Redressal Mechanism has been framed in line with the relevant Circulars issued by the National Housing Bank from time to time.

The principles on which the said Mechanism is based on are:

1. The staff of VHPL works in good faith without prejudice to the interest of the customers.
2. Customers are treated with fairness and transparency.
3. All complaints are dealt with courtesy and are resolved in a timely manner.
4. Customers are informed about the mechanism to resolve their grievances.

The Company shall redress the grievances of its customers in the following manner:

**Stage 1**

Any customer of VHFL can take up his/her grievance with the Manager of the Branch where he/she has availed the facility by submitting a letter, in writing, mentioning the details of the complaint. The customer may also submit the complaint through email to [vhfpl@varashaktihousing.co.in](mailto:vhfpl@varashaktihousing.co.in) or call **044-43413208**.

**Stage 2**

If the customer is not satisfied with the reply provided by the Branch Manager or in case no reply is received within 7 working days or the complaint is against the Branch Manager, the customer may take up the complaint with Mr Balaji S, Grievance Redressal Officer of the Company at the following address:

**Mr Balaji S**

**Grievance Redressal Officer**

**Varashakti Housing Finance Private Limited**

**New No. 33, Old No. 14, 48<sup>th</sup> Street, 9<sup>th</sup> Avenue,**

**Ashok Nagar, Chennai 600083**

**Phone: 044-43413260**

**Email: [balaji.s@varashaktihousing.co.in](mailto:balaji.s@varashaktihousing.co.in)**

(Please mention your Loan Account Number and Contact Number in the subject line).

### **Timelines for redressal**

For Stage 1 complaints, the Branch Manager is required to send an interim/ first round of reply to the Customer within 7 working days from the date of receipt of the complaint in the office. In the case of complaints made directly to the Registered Office, the Grievance Redressal Officer is required to send an interim/ first round reply to the Customer within 7 working days from the date of receipt of the complaint in the office.

After examining the matter, the final response or the need for more time to respond shall be communicated to the Customer within 6 weeks of receipt of the complaint.

### **Stage 3 - Escalation to National Housing Bank**

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](mailto:crcell@nhb.org.in)

Such complaint may also be registered online with NHB at <https://grids.nhbonline.org.in>

The Company shall take necessary steps to keep the customers informed about this mechanism and also display the same on the Notice Board.

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