



GRIEVANCE REDRESSAL PROCEDURE
DMI HOUSING FINANCE PRIVATE LIMITED

(Updated on September 18, 2020)

At DMI Housing Finance Private Limited (“DMI HFC”), we have established a three-level complaint/grievance redressal mechanism system duly approved by the Board of Directors and mentioned below:

- **Level 1-** At the initial level, the complaint is to be reported to the **Branch Manager** who shall make an entry in the complaint/grievance register along with details of the complaint. The said complaint shall be resolved within 15 days of receipt of the complaint.
- **Level 2-** If the customer is not satisfied with the response of the Branch official to his complaint/grievance, then he can approach the **Grievance Redressal Officer** of the company. The said complaint/grievance shall be acknowledged within 7 days of receipt and best efforts shall be made to dispose off the complaint/grievance within 30 days of receipt of the complaint/grievance along with sufficient explanation. The complaint/grievance can be forwarded through email at dmi@dmihousingfinance.in or a letter can be sent to the registered office of the company addressed to the below mentioned official of the company:
 - Mr. Sahib Pahwa
 - Grievance Redressal Officer
 - DMI Housing Finance Pvt. Ltd.
 - Express Building, 3rd Floor, 9-10, Bahadur Shah Zafar Marg, New Delhi-110002
 - Phone-011- 49834444
- **Level 3-** If the customer is not satisfied with the response of the Grievance Redressal Officer then he can approach the Business Head of the company. The said complaint/grievance shall be resolved within 30 days of receipt of the complaint/grievance along with sufficient explanation if the query cannot be resolved. The complaint/grievance can be forwarded through email at dmi@dmihousingfinance.in or a letter can be sent to the registered office of the company.

In case the customer is dissatisfied with the response received from the company or did not receive any response from the company within the above said time-limit (i.e. 30 days), the customer may approach the Complaint Redressal Cell of National Housing Bank (NHB) for HFCs, by lodging the customer complaints in online mode at the link: <https://grids.nhbonline.org.in> OR in offline mode by post, in prescribed format available at NHB website link: <http://www.nhb.org.in/Grievance-Redressal-System/Lodging-Complaint-Against-HFCs-NHB%E2%80%93Physical-Mode.pdf>, send to the following address:-



- **To Complaint Redressal Cell,**
- Department of Regulation and Supervision,
- National Housing Bank (NHB),
- 4th Floor, Core 5-A, India Habitat Centre,
- Lodhi Road, New Delhi – 110003.
- Email : crcell@nhb.org.in

The said Grievance Redressal Mechanism System has been duly displayed outside every branch, corporate/regd. office and the website of the company.

Registered Office:

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