



Grievance Redressal Mechanism of ITI Housing Finance Limited (Formerly known as Fasttrack Housing Finance Limited) related to *ex-gratia* scheme

As required as per NHB Supervisory Circular No. NHB(ND)/DoS/ Sup. Circular No. 3/2020-21 dated October 26, 2020 and RBI Circular No. RBI/2020-21/61 DOR.No.BP.BC.26/21.04.048/2020-21 dated October 26, 2020, we, ITI Housing Finance Limited ("IHFL") has put in place Grievance Redressal Mechanism to handle all queries/complaints related to the Scheme for grant of *ex-gratia* payment of difference between compound interest and simple interest for six months to borrowers in specified loan accounts (1.3.2020 to 31.8.2020) ("Scheme") launched by Government of India, Ministry of Finance, Department of Financial Services dated 23rd October, 2020.

Step: 1

In case of any complaint/grievance regarding the Scheme, you may approach nearest branch/to branch from where you have availed loan and make an entry in the Complaint Register maintained at the Branch (During the working hours from 9:30 am to 6:00 pm) excluding holidays and weekly off.

Your queries/complaints would be resolved within 7 working days from the date of receipt.

Step: 2

In case your queries/complaints remain unresolved even after 7 working days, you may contact:

Ms. Sangeeta

(Customer Service)

ITI Housing Finance Limited.

Customer Care Department,

ITI House 36, Dr. RK Shirodkar Road

Parel, Mumbai – 400 012 Maharashtra

Contact No: 022-6621 4837 / 022-4027 3600 / M. No: + 91 865 799 8360

Email IDs: contactus@itihousing.com and complaints@itihousing.com

Step: 3

In case of further escalation, you may contact:

Ms. Priya Shukla

(Grievance Redressal Officer)

ITI Housing Finance Limited.

Compliance Department

ITI House 36, Dr. RK Shirodkar Road

Parel, Mumbai – 400 012 Maharashtra

Contact No: + 91 9479742108/8349988894

Email ID: compliance@itihousing.com

Step: 4

If you do not receive any response from the IHFL within a reasonable period of time or dissatisfied with the response received, you may approach to National Housing Bank for redressal of the complaint

To,

Complaint Redressal Cell,

Department of Regulation and Supervision,

National Housing Bank,

Core 5A, India Habitat Center, Lodhi Road,

New Delhi – 110 003

Email : crcell@nhb.org.in or

Lodge your complaint on <https://grids.nhbonline.org.in>