



# Nestavia Home Finance Private Limited



## Grievance Redressal Policy

**Name of the Policy: Grievance Redressal Policy**

**Policy Number: GRC-02/2026**

**PREAMBLE**

Nestavia Home Finance Private Limited (hereinafter referred to as "the Company" or "Nestavia") is committed to providing the best possible customer experience through the customer first approach.

The Company recognizes its responsibility to promote good and fair practices by setting minimum standards in dealing with customers and thus has implemented this Grievance Redressal Policy to establish clear guidelines and processes to promote fair and cordial relationship between the Customer and the Company and thus foster Trust and Confidence of the Customer in the Company.

This Policy is framed in compliance with Reserve Bank of India (Housing Finance Companies) Directions, 2025, Reserve Bank of India (Non-Banking Financial Companies-Responsible Business Conduct) Directions, 2025, Reserve Bank of India (Non-Banking Financial Companies-Credit Information Reporting) Directions, 2025 and all other applicable Direction of RBI (as amended from time to time).

<b>Prepared and Proposed By</b>	Chief Business Officer
<b>Reviewed and Recommended By</b>	Managing Director & CEO
<b>Approved By</b>	Board of Directors
<b>Date of Approval</b>	30-Apr-2026

**RESPONSIBILITY ASSIGNMENT MATRIX**

<b>Responsibility for Implementation</b>	Branch Manager of respective locations
<b>Responsibility for Grievance redressal</b>	Level 1 – Customer Service Officer Level 2 – Grievance Redressal Officer

**VERSION CONTROL**

<b>Version No.</b>	<b>Date of Approval by Board of Directors</b>	<b>Key Highlights/Changes</b>
1.0	23-Apr-2025	Roll-out of policy
2.0	30-Apr-2026	Updated upon Annual Review

## Table of Contents

1. Objective .....	3
2. Scope .....	3
3. Regulatory Framework.....	3
4. Grievance Redressal Mechanism .....	3
4.1 Levels of Escalation.....	4
4.2 Resolution Timelines .....	5
4.3 Channels for Lodging Complaints.....	<b>Error! Bookmark not defined.</b>
5. Responsibilities of Stakeholders .....	5
6. Reporting and Disclosure .....	6
7. Review and Governance .....	6

---

## 1. Objective

The objective of this Grievance Redressal Policy is to provide a framework for receipt, registration and effective resolution of customer complaints and concerns in a fair, transparent, and timely manner. It aims to ensure that customers of Nestavia Housing Finance Pvt. Ltd. are treated with dignity and that their issues are addressed in line with the guidelines issued by the Reserve Bank of India (RBI) and the National Housing Bank (NHB).

---

## 2. Scope

This policy applies to all customers, borrowers, co-borrowers, guarantors and prospective Customers of the Company, across all products and services, including but not limited to:

- Housing loans to individuals
- Loans against property
- Construction finance

It also applies to all customer-facing departments and service channels of the Company.

---

## 3. Regulatory Framework

This policy is framed in accordance with the following:

- RBI (Housing Finance Companies) Directions, 2025, as amended from time to time
  - RBI (NBFCs-Responsible Business Conduct) Directions, 2025, as amended from time to time
  - RBI (NBFCs- Credit Information Reporting) Directions, 2025, as amended from time to time
  - All other applicable directions and instructions issued by RBI or other regulatory authorities
- 

## 4. Definition: Complaint/Grievance:

A *grievance* is any expression of dissatisfaction, whether oral or written, made by a customer regarding:

- Loan processing or terms and conditions
- Interest rates, charges, or foreclosure
- Disbursement, servicing, or recovery practices
- Behaviour of staff or representatives
- Grievances pertaining to Credit Information

- Any other deficiency in service
- 

## 5. Grievance Redressal Structure

### 5.1 Levels of Escalation

#### **Level 1: Customer Service Team**

- Customers can lodge complaints at branch level or through any of the following modes:
  - **In-person:** At the branch office or any other office of the Company
  - **Through Email:** [customerfirst@nestaviahomefin.com](mailto:customerfirst@nestaviahomefin.com)
  - **Through Phone Number:** +914446065151 and a separate toll free to be provided upon activation
  - **Through Website:** <https://www.nestaviahomefin.com/contact/>
  - **Grievance Box:** Available at each branch for written submissions
- The Complaints will be acknowledged within 2 working days.

#### **Level 2: Grievance Redressal Officer (GRO)**

- If a complaint is not resolved at Level 1 within the stipulated time, customers may escalate it to the Company's Grievance Redressal Officer:
  - Name: Kalyanasundaram C
  - Designation: ED & Chief Operating Officer
  - Email: [customercare@nestaviahomefin.com](mailto:customercare@nestaviahomefin.com)
  - Phone: +914446065151 and a separate toll free to be provided upon activation
  - Address: Unit 005 - Cowrks, 2nd Floor, 2nd Wing, Sterling Technopolis, No. 4/293, OMR, Perungudi, Chennai - 600096.
- After examining the matter, the Company shall send the customer its final response or explain why it needs more time to respond and shall endeavour to do so within thirty working days of receipt of a complaint.

#### **Level 3: NHB – Grievance Redressal**

After waiting for reasonable time (i.e. thirty working days) from the date of his/her complaint, if customer feels his/her grievance has not been resolved to his/her satisfaction, or where he/she has not received response from the Company within the said period, he/she may approach the National Housing Bank (NHB) at their following address:

To

The General Manager  
National Housing Bank  
Complaint Redressal Cell  
4th Floor, Core 5A, India Habitat Centre,  
Lodhi Road,  
New Delhi-110003

Alternatively, Customer may lodge complaint to NHB through their online grievance lodging system also, called 'GRIDS' (Grievance Registration & Information Database System) through the link at <https://grids.nhbonline.org.in/> .

## 5.2 Resolution Timelines

<b>Nature of Complaint</b>	<b>Expected Resolution Time</b>
General inquiry, interest rates, charges or issue with staffs	Within 2 working days
Loan processing, disbursement, EMI related issue, servicing or recovery practices	Within 3–7 working days
NOC, foreclosure, return of original documents etc.	Within 7–10 working days
Complex or legal matters	Up to 30 working days

If a longer resolution time is required based on the situation and the circumstances which maybe beyond the control of the Company, then interim updates shall be provided to the customer on regular basis.

---

## 6. Responsibilities of Stakeholders

The responsibilities for each stakeholder are as follows:

<b>Stakeholder</b>	<b>Responsibility</b>
<b>Customer Service Team</b>	First-level resolution of complaints and ensuring satisfactory closure of all complaints from the customer point of view
<b>Grievance Redressal Officer</b>	Oversight of complaint resolution, escalations, and reporting to management

Stakeholder	Responsibility
Internal Audit / Compliance	Monitor adherence to grievance timelines, report gaps etc.
Board of Directors	Review grievance trends, review and approve policy updates

---

## 7. Records, Reporting and Disclosure

- The Company shall maintain a centralized complaints register (digital or physical) capturing:
  - Date of receipt
  - Nature of complaint
  - Status of resolution
  - Closure date
- A summary of complaints received, resolved, and pending shall be:
  - Reviewed periodically by the Board/Risk Committee
  - Disclosed in the Annual Report (as applicable)
  - Published on the Company’s website along with this policy
- The Grievance Redressal Mechanism shall be displayed prominently:
  - At all branches
  - On the Company’s website
  - In loan documents and sanction letters
- Contact details of the GRO and escalation framework shall be clearly communicated to customers.
- Root-cause analysis shall be undertaken for recurring complaints to improve processes.

---

## 8. Review and Governance

- The policy shall be reviewed annually or as and when required by changes in regulatory instructions.

- The review shall be coordinated by the Compliance Officer in consultation with the Customer Service Head and approved by the Board of Directors.

---

**By adhering to this Grievance Redressal Policy, Nestavia Home Finance Private Limited seeks to establish lasting relationships based on trust, fairness, and transparency with all its customers.**

---