

## **GRIEVANCE REDRESSAL POLICY**

At Akme Star Housing Finance Company Limited we are having a Grievance Redressal Policy in accordance with the directions received from National Housing Bank. Any prospective or existing customer at any point of his/her association with us if feels any discomfort of having disagreement with our loaning policy, interest rates, recovery procedure, any sort of charges levied or human behavior etc. is free to lodge a written complaint addressed to the Managing Director of the Company. A complaint register is also kept in the office of the company which is made available to the customer on demand. It is our commitment to give reply of such written communication to the complainant within a shortest period of six days from the date of receipt of the complaint. In case the customer is not satisfied with the reply of the company he/she may approach the office of National Housing Bank, New Delhi at the following address.

National Housing Bank  
Department of Regulation & Supervision  
4<sup>th</sup> Floor Core 5-A,  
India Habitat Centre,  
Lodhi Road New Delhi -110003  
Tel. 011-24646988,24649041  
Email. [crcell@nhb.org.in](mailto:crcell@nhb.org.in)

Managing Director

Akme Star Housing Finance Ltd.