



**Motilal Oswal Home Finance Limited (MOHFL)**

**Consumer Grievance Redressal Policy**

Approved By

Board of Directors at its meeting held on April 29, 2016

Title	MOHFL Consumer Grievance Redressal Policy
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Date of Latest Release	<b>April 27, 2026</b>
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Amended by the Board of Directors at its Meeting held on April 27, 2026

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## VERSION DETAILS

Sr. No.	Details of Changes	Date of Creation/Change	Department	Author	Version Number	Approved By
1.	Original Document	29/04/2016	Compliance	Company Secretary	Ver. 1.1	Board of Directors
2.	Changes due to amendments in the regulatory provisions.	10/05/2019	Compliance	Shivani	Ver. 1.2	Board of Directors
3.	Changes due to change in internal process	25/01/2022	Compliance	Compliance Officer	Ver. 1.3	Board of Directors
4.	Changes due to change in internal process	23/01/2023	Compliance	Compliance Team	Ver. 1.4	Board of Directors
5.	Changes due to change in internal process	26/07/2023	Compliance	Compliance Team	Ver. 1.5	Board of Directors
6.	Changes due to amendment in regulatory provisions	25/10/2024	Compliance	Chief Compliance Officer	Ver. 1.6	Board of Directors
7.	Changes due to internal changes	21/01/2026	Compliance	Chief Compliance Officer	Ver. 1.7	Board of Directors
8.	Changes due to internal changes	27/04/2026	Compliance	Chief Compliance Officer	Ver. 1.8	Board of Directors

**Motilal Oswal Home Finance Limited**

**CONSUMER GRIEVANCE REDRESSAL POLICY  
(As approved by the Board of Directors of the Company)**

**1. Introduction**

Customer Service is an integral part of an organization which aim to providing good customer service, reducing customer dissatisfaction and minimizing instances of Customer complaints. It ensures prompt redressal of customer complaints and grievances. Good Customer Service not only reduces complaints, reputational and litigation risks but also helps in improving the business relationship with customers.

This policy is framed pursuant to the provisions of Fair Practice code prescribed under Reserve Bank of India (Housing Finance Companies) Directions, 2025 (“Master Direction”) and other applicable regulatory guidelines lay down the appropriate grievance redressal mechanism within the organization to resolve complaints and grievances.

As part of the best corporate practices, Motilal Oswal Home Finance Limited (“MOHFL/the Company”) has prepared “Consumer Grievance Redressal Policy” which has been approved and adopted by the Board of Directors of the Company at its meeting held on April 29, 2016 and amended time to time.

The Company is required to have its Consumer Grievance Redressal policy for redressal of customer complaints and resolving queries in a timely manner. This Consumer Grievance Redressal policy is framed keeping in mind the same. The policy has the following principles:

- Employees work in good faith and without prejudice to the interests of the customers.
- Customers are to be treated fairly at all times.
- All complaints are treated efficiently and fairly.
- Complaints raised by customers are dealt with courtesy on time.
- Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the branch to their complaints.

**2. Mandatory Display Requirements**

- Company has formulated a standard Code of Conduct for its employees which defines the ethics as well as lays down the code of conduct at the workplace.
- Company has also formulated a Fair Practice Code which defines the practices and procedures for dealing with the customers in a fair manner.

- All communication material, product brochures, products and process information is generally provided in English language and wherever necessary in local / Hindi language.
- Customers can inform their grievance at the respective branch or Head Office. For this there is a software available across all branches named as “Query Management Module” to register customer’s complaint having each details of complaints.
- Company has also displayed at each branch as well as on its website the escalation process for customer grievances like resolution of grievances (process stage wise) with nodal officer detail, specific mode of filling complaint with NHB (stage wise) etc.

### **3. Policy Fundamentals**

For the purpose of Consumer Grievance Redressal, a “Consumer” is defined as:

- A person or entity that maintains an account and/or has a business relationship with the Company.
- One on whose behalf the account is maintained (i.e. the beneficial owner);
- Beneficiaries of transactions conducted by professional intermediaries such as Stock Brokers, Company Secretaries, Chartered Accountants, Solicitors etc. as permitted under the law; and
- Any person or entity connected with a financial transaction which can pose significant reputation or other risks to the Company, say a wire transfer or issue of a high value demand draft as a single transaction.

### **4. Resolution of Grievances**

In the present competitive scenario, excellent customer service is an important tool for sustained business growth. Customer complaints are part of the business life in any corporate entity. Customer service and satisfaction are our prime focus. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. Company has come up with a lot of initiatives that are oriented towards providing a better customer experience and an efficient complaints redressal mechanism with a view to providing enhanced experience to our customers.

In order to make company’s redressal mechanism more meaningful and effective, a structured system has been built. This system would ensure that the redressal sought is just and fair and is within the given framework of rules and regulations.

Customers who wish to provide feedback or send their complaints regarding any type of services provided by company or its representative such as Direct Selling Agents (DSA), Collection agents etc. may contact our branch official to make entry in “Query Management Module” available at the branches.

- The company's Grievance Redressal Machinery shall also deal with the issue relating to services provided by the outsourced agency i.e. by DSA, collection agents etc.
- The customer may directly lodge their complaint by using the following channels:

- Calling our Customer Service Helpline on 8291889898 between;  
Monday to Friday – 09:30 A.M. to 6:00 P.M.  
Saturday – 09:30 A.M. to 6:00 P.M. (First Saturday of the month will be Holiday); or
- Email us at [hfquery@motilaloswal.com](mailto:hfquery@motilaloswal.com); or
- Write to us at the **below mentioned address**:

Motilal Oswal Home Finance Limited,  
Customer Service Cell,  
Motilal Oswal Tower, Rahimtullah Sayani Road,  
Opposite Parel S.T. Depot, Prabhadevi, Mumbai- 400025

- Whenever compliant is received in writing from a customer, the Company shall always provide acknowledgement within one week containing name and designation of the officer who will deal with the complaint or if a complaint is lodged through customer helpline number, then company shall provide compliant reference number to the customer and inform them about the status of compliant.
- The company shall after examining the complaint, send final response within one month from the receipt of the complaint or explain why it needs more time to respond to customers within six weeks from the receipt of complaints and the customer shall be informed how to take his/her complaint further if he/she is not satisfied.
- In case the complaint is unresolved within one month or if he/she is not satisfied with the solution provided by the company, the customer can approach to Grievance Redressal Officer. The name and contact of the **Grievance Redressal Officer** is as follows:

Name: Ms. Aalia Shaikh  
Tel. No.: +91-22- 50362730  
Email Id: [hfgro@motilaloswal.com](mailto:hfgro@motilaloswal.com)

- If the complaint/dispute is unresolved, you may lodge your complaints to National Consumer Helpline at: <https://consumerhelpline.gov.in/>

OR

- If the complaint/dispute is not redressed within a period of one month or customer is dissatisfied with the response received, the customer may appeal to the regulatory authority of Housing Finance companies – the National Housing Bank (“NHB”) online on the website of NHB in prescribed format available at below link:

[https://grids.nhbonline.org.in/\(S\(0cixd2l420ampmiuolt4fxz2\)\)/default.aspx](https://grids.nhbonline.org.in/(S(0cixd2l420ampmiuolt4fxz2))/default.aspx)

**Complaint Redressal Cell**

Department of Supervision  
National Housing Bank  
4th Floor, Core 5-A, India Habitat Centre Lodhi Road,  
New Delhi-110003

OR

The customer may send complaint through Centralised Public Grievance Redress and Monitoring System (CPGRAM)

To register a complaint on CPGRAMS, visit the official portal at [pgportal.gov.in](http://pgportal.gov.in), register/login, and select "Lodge a Grievance". The Complainant shall Fill in their details, select the appropriate Ministry/Department, write its grievance, and attach their supporting documents before submitting. A registration number is generated for tracking the complaint.

If a complaint or dispute that has been resolved through the NHB Complaint Redressal Cell and CPGRAMS is subsequently received as an appeal, the same shall be re-examined by the Grievance Redressal Committee. The Committee shall review the complaint and the response earlier provided to the customer, engage with the relevant internal teams as required, and thereafter issue a reasoned response to the customer, ensuring complete and effective resolution of the complaint.

**5. Periodical Review**

The Board of Directors of the Company shall periodically review the compliance of the Fair Practices Code and the functioning of the grievances redressal mechanism. A consolidated report of such reviews shall be submitted to the Board at regular intervals, as may be prescribed by it.

**6. Review/Revision of Policy**

If at any point a conflict of interpretation / information between the policy and any regulations, rules, guidelines, notification, clarifications, circulars, master circulars/directions issued by relevant authorities (“Regulatory Provisions”) arises, then interpretation of the Regulatory Provisions shall prevail.

In case of any amendment(s) and/or clarification(s) to the Regulatory Provisions, the Policy shall stand amended accordingly from the effective date specified as per the Regulatory Provisions. The Board and/or its Committee, reserve(s) the right to alter, modify, add, delete or amend any of the provisions of the Policy.