

Grievance Redressal mechanism for grievances under the Scheme for Grant of Ex-Gratia Payment issued by Ministry of Finance

Objective

This document formalizes an effective and suitable mechanism for receiving and addressing complaints on “Scheme for grant of Ex-Gratia payment for the period between 1.3.2020 – 31.8.2020 from Clients announced by Department of Finance, Govt. of India.

The objective of this document is to ensure that all complaints raised by the Clients with respect to the said scheme are dealt with courtesy and resolved within the specified TAT of 7 days.

Grievance Redressal Cell

Grievance Redressal Cell shall be headed by senior level official supported by team of associates in various branches.

Responsibilities of Customer/Grievance Service Cell:

1. Monitor resolution of “Scheme for grant of Ex-Gratia” payment related complaints received from customers within a TAT of 7 days and do necessary follow-up with the concerned officials.
2. Find below the escalation matrix to resolve the “Scheme for grant of Ex-Gratia” payment related complaints received from customer within the specified TAT of 7 days.

Escalation Matrix	
Level 1	Customer Service – Call Center Executive
Level 2	Grievance Redressal Officer/Nodal Officer
Level 3	Head GRO/Principal Nodal Officer

Level 1

- Level 1 includes call center, email & walk-in at branches. LTHF will acknowledge the customer issue and capture the same in the appropriate system
- If the customer is not satisfied with the response offered, then the customer may choose to refer the matter to Level 2 (Grievance Redressal Officer)

Call center	Email	Walk-in
9158004777	customerservice@ltfs.com	Any Branch

Level 2:

- Grievance redressal Office will acknowledge the customer issue and record in the system
- If the customer is not satisfied with the response offered then customer may choose to refer the matter to Level 3 (Head GRO)

Write	Email	Phone
L&T Housing Finance Limited, 2 nd Floor, Brindavan, Plot. No. 177, C.S.T Road, Kalina, Santa Cruz (E), Mumbai 400098	gro-housing@ltfs.com	18001020476

Level 3:

- Head GRO office will acknowledge the customer issue and capture the same in the appropriate system.

Write	Email	Phone
L&T Housing Finance Limited, 2 nd Floor, Brindavan, Plot. No. 177, C.S.T Road, Kalina, Santa Cruz (E), Mumbai 400098	headgro@ltfs.com	022-62125237

L&T Housing Finance Limited

Registered Office

Brindavan, Plot No. 177, CST Road
Kalina, Santacruz (East)
Mumbai 400 098, Maharashtra, India
CIN: U45200MH1994PLC259630

T +91 22 6212 5000
F +91 22 6212 5553
E investorgrievances@ltfs.com

www.ltfs.com

The TAT for resolving the customer grievance under the scheme is 7 days from the data of receipt of complaint.

The details of Nodal officers for four zones are provided below:

Region	Area of Operation	Details of the Nodal Officers
Kolkata	West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand	Name: Mr. Subhamoy Lahiri, Regional Manager
		Registered Office: Technopolis Building, 7th Floor, Sector V, Bidhan Nagar, Kolkata – 700091.
		Contact no. – 9748422307
		Email id: subhamoy.lahiri@ltfs.com
Mumbai	Maharashtra, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Union Territories of Dadra and Nagar Haveli, Daman and Diu.	Name: Mr. Punit Girish Thaker, Regional Manager
		Branch Office: Sagar Tech Plaza B-Wing, Unit No 407-411, Safed Pul, Saki Naka, Mumbai, Maharashtra 400072.
		Contact no. : 9167257501
		Email id: punitthaker@ltfs.com
New Delhi	Delhi, Uttar Pradesh, Uttarakhand, Haryana, Punjab, Union Territory of Chandigarh Himachal Pradesh, and Rajasthan and State of Jammu and Kashmir.	Name: Mr. Jayant Moharana, Regional Manager
		Branch Office: 5th Floor, DCM Building, Barakhamba Road, New Delhi 110001.
		Contact no. : 9899734567
		Email id: jayantmoharana@ltfs.com
Chennai	Tamil Nadu, Andaman and Nicobar Islands, Karnataka, Andhra Pradesh, Telangana, Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry.	Name: Mr. R Mukesh Rao, Regional Manager
		Branch Office: KGN Towers, No. 62, Ethiraj Salai, Egmore, Chennai – 600105.
		Contact no. : 9380288909
		Email id: RMukeshRao@ltfs.com

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