

## **GRIEVANCE REDRESSAL PROCEDURE OF HUDCO**

### **Policy**

HUDCO has an appropriate Grievance Redressal Mechanism System and a procedure for receiving, registering and disposing of complaints and grievances in each of its offices.

### **Grievance Procedure**

- The complaints can be made either in person (acknowledgement could be taken in person) or by post (reply would be sent as per the procedure) or by e-mail (which would be replied by e-mail and/or post).
- If a complaint has been received in writing from a customer, HUDCO shall endeavor to send him/her an acknowledgement / response within a week.
- The complaint should be made at the Regional Office(s) or at the Corporate Office. The list of officers who can be contacted for Grievance Redressal in HUDCO can be referred to the “Whom to Contact List for Grievance Redressal Mechanism of HUDCO” placed as Annexure-1.
- Complaint should be in writing with details of the issue along with any references that can help in locating the issue on which the complaint is being made, with full contact address, telephone no., e-mail etc.
- The acknowledgement shall contain the name & designation of the official who will deal with the grievance. If the complaint is relayed over phone at HUDCO’s designated telephone helpdesk or customer service number, the customer shall be provided with a complaint reference number and be kept informed of the progress within a reasonable period of time.
- Acknowledgement within a week and redress within six weeks.
- After examining the matter, HUDCO shall send the customer its final response or explain why it needs more time to respond and shall endeavour to do so within six weeks of receipt of a complaint and he/she should be informed how to take his/her complaint further if he/she is still not satisfied.
- If the customer is not satisfied of the outcome, he/ she may approach the next level of Officer.
- HUDCO’s staff shall help the customer with any questions the customer has.

### **NOTE:**

- Complaints can also be lodged in the Government of India Portal for Public Grievances. HUDCO Website is linked to this external link [www.pgportal.gov.in](http://www.pgportal.gov.in) by Department of Administrative Reforms & Public Grievances.

## WHOM TO CONTACT LIST FOR GRIEVENCE REDRESSAL MECHANISM OF HUDCO (ESCALATION MATRIX)

### Level 1: Submission of query

The query may be raised to the Customer Relation officer (CRO) designated in the concerned Regional Office as per the following details:-

SI No.	Regional Office	Name of CRO (S/Shri)	Designation of CRO	Telephone/FAX			E-Mail ID
				LL	Mob	Fax	
1	Ahmedabad	Harshad B Parekh	DM(IT)	079-26580684	(0)9427318643	079-26580804	harshad_97@hudco.org
2	Bengaluru	B T UMESH	JGM(P)	080-25587014	(0)9449861995	080-25598748	btumesh1965@yahoo.co.uk
3	Bhopal	Ter Singh Patel	JGM(IT)	0755-2763542	(0)9910603973	0755-2763526	patelts@hudco.org
4	Bhubaneswar	Madhukar Ugemuge	AGM(P)	0674-2536287	(0)9893203918	0674-2534906	madhukar@hudco.org
5	Chandigarh	Kanwaljeet Kaur	SM(R)	0172-2648956	(0)9417925019	0172-264895	kanwal_punj@yahoo.com
6	Chennai	S. Thangaraju	GM(P)	044-28413141	(0)9752099008	044-28589746	thangarajudgm@gmail.com
7	Delhi	ANSHUMALI GOEL	AGM(P)	011-24308-660	(0)9910060724	011-24308667	roncrhudco@gmail.com
8	Dehradun	Ashok Kumar Lalwani	DGM(F)	0135-2748405	(0)9415789753	0135-2748290	lalwani@hudco.org
9	Dimapur	RANA KUMAR PHUKAN	AGM(P)	03862-224323	(0)9706001834	03862-224323	ranakp@sify.com
10	Guwahati	M S Dharitri Medhi	DM-F	0361-2339148	(0)9864134159	0361-2339150	dmedhi_ghy@radiffmail.com
11	Hyderbad	S Rahimuddin	DGM(P)	040-23210804/ 23232572 Etn.29	(0)8886001167	040-23243938	syedrahim@hudco.org
12	Jaipur	RAJKUMAR LAWARIA	Manager(A)	0141-2740863	(0)9887859496	0141-2740702/ 2744883	rajlavadia@gmail.com
13	Jammu	Ravinder Tikku	M(Proj)	0191-2484797	(0)9419134180	0191-2473640	tikkuravinder@yahoo.in
14	Kolkata	T K Sinha	AGM(IT)	033-23580773	(0)9432309935	033-22525511	tushar@hudco.org
15	Lucknow	Arun Kumar Rana	DGM(P)	0522-2721571	(0)9454994522	0522-2720841	arunrana_kumar@yahoo.com
16	Mumbai	Pragati R Jadhav	Sr.Mgr(IT)	022-22690080-84	(0)9224601570	022-22690086	pragatijadhav18@gmail.com
17	Patna	S.K.Sinha	JGM(P)	0612-2232679	(0)9473199481	0612-2232679	satishksinha@gmail.com
18	Raipur	Vilas C Satpute	SM(IT)	0771-4053738	(0)9753459610	0771-2422023	satputevillas1967@gmail.com
19	Ranchi	Surender Kumar Singh	SM(P)	0651-2240523	(0)9334734466	0651-2411236	surenderkumarsingh38@yahoo.co.in
20	Trivandrum	VENUGOPAL P	SM(P)	0471-2339744	(0)9495837228	0471-2329006	venuhudco@yahoo.com
21	Vijayawada	K Vijaya Kumar	AGM(P)	0866-2493306	(0)9100955296	0866-2493308	kvijaykumar@hudco.org

### Level 2: Escalation , if the query is not resolved

If the satisfactory response is not received from the channel as per level 1, the query may be escalated to the following officers:-

S.No.	Regional Office	Name of CRO (S/Shri)	Designation	Telephone/Fax			E-Mail ID
				LL	Mobile	Fax	
1	Ahmedabad	Ms Nishi Garg	RC	079-26582787	(0)9909953625	079-26580804	nishi_garg70@yahoo.com
2	Bengaluru	Sudhakar V Kamath	RC	080-255582602	(0)9449861997	080-25598748	svkamath@hudco.org
3	Bhopal	V THIRUMAVALAVAN	ED(P)	0755-4272077	(0)8129567895	0755-2763526	valavan@hudco

4	Bhubaneswar	Satish Bushan Patnaik	RC	0674-2531749	(0)9437031413	0674-2534906	sbp8448@rediffmail
5	Chandigarh	Harinder Verma	ED(F)	0172-2648952	(0)9818799976	0172-2648955	hverma@hudco.org
6	Chennai	D. Guhan	ED(F)	044-28413141	(0)9911127489	044-28589746	guhan@hudco.org
7	Delhi	K K Chauhan	RC	011-24308650	(0)8859106650	011-4308667	kkchauhan@hudco.org
8	Dehradun	H M Bhatnagar	RC	0135-2748405	(0)9760016118	0135-2748290	bhatnagar_hm@yahoo.co.in
9	Dimapur	Sanatan Deka	RC	03862-224365	(0)9435011332	0370-2291144	drsanaton@rediffmail.com
10	Guwahati	Kalyanmoy Chanda	RC	0361-2339148	(0)9435706321	0361-2339148	kalyan.chanda111@gmail.com
11	Hyderabad	L V S Babu	RC	040-23231297	(0)9440313343	040-23243938	lv_sudha@yahoo.com
12	Jaipur	S K Bhatnagar	RC	0141-2740874	(0)9829568689	141-2740702/ 2744883	bsudhirkr@yahoo.com
13	Jammu	Harinder Verma	RC	0191-2474355	(0)9818799976	0172-2648955	hverma@hudco.org
14	Kolkata	Dr D Subrahmanyam	Sr.ED	033-23580780	(0)9810433859	033-23585514	subbu@hudco.org
15	Lucknow	H T Suresh	ED(P)	0522-2720731	(0)9449861991	0522-2720841	htsuresh@hudco.org
16	Mumbai	V T Subramanian	RC	022-22690080	(0)8435800600	022-22690086	vts@hudco.org
17	Patna	T.Thomas Antony	RC	0612-2234994	(0)7781020206	0612-2234994	hudcopro@gmail.com
18	Raipur	B Selvasunder	RC	0771-2427796	(0)9444130350	0771-2422023	selvasundar@hudco.org
19	Ranchi	Ajith K K	RC	0651-2241238	(0)9969293461	0651-2411236	ajithkumar@hudco.org
20	Thiruvananthapuram	Ms Beena Philipose	RC	0471-2339742-45	(0)9446810860	0471-2329006	beenaphilipose@hudco.org
21	Vijayawada	PVR Reddy	RC	0866-2493306	(0)9440096085	0866-2493308	

### **Level 3: Escalation to a Grievance Redressal Officer at Corporate Office**

We have a Grievance Redressal Officer to examine customer issues and provide an impartial resolution, if the query has not been resolved to the desired satisfaction as per level 2, the complaint may be escalated to the Grievance Redressal Officer at Corporate Office

1	Shri S K Solanki, GM(PG)	LL-011-24651165	Mob. 9958167722	Fax - 011-24625308	pghudco2018@gmail.com
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**Housing and Urban Development Corporation Ltd., HUDCO Bhawan, India Habitat Centre, Core 7A, Lodhi Road, New Delhi-110003**

### **Level 4: Escalation to Regulatory Authority of Housing Finance Companies - NHB**

In case the customer is still dissatisfied with the resolution of our Customer Relation Officers, they may approach Regulatory Authority of Housing Finance (NHB) Companies - National Housing Bank

**National Housing Bank, Department of Regulation and Supervision (Complaint Redressal Cell), 4th Floor, Core 5-A, India Habitat Centre, Lodhi Road, New Delhi - 10003 Email: crcell@nhb.org.in**