

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 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 officer 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	Dy M(IT)	079-26580684	(0)9427318643	079-26580804	Harshad_97@hudco.org
2	Bengaluru	Vijaya R Vasu	DGM(Proj)	080-25587019	(0)9449861992	080-25598748	vijayahudco@gmail.com /
3	Bhopal	Santhosh D Deogirikar	AGM(IT)	0755-4246857	(0)7389903020	0755-2763526	bhro@hudco.org
4	Bhubaneswar	Chanda Chadhury	DGM(P)	0674-2531749	(0)9437026166	0674-2534906	chandachadhury@gmail.com
5	Chandigarh	Kanwaljeet Kaur	SM(R)	0172-2648952/2648954	(0)9417925019	0172-264895	kanwal_punj@yahoo.com
6	Chennai	A Chithiravelu	SM(IT)	044-28412711	(0)9094025137	044-28589746	acvelu@hudco.org/acvelu@gmail.com
7	Delhi	Rajiv Kumar	AGM(Proj)	011-24308654	(0)9899201069	011-24308667	ncr@hudco.org/roncrhudco@gmail.
8	Dehradun	Pawan Sharma	AGM(Proj)	0135-2748405/2740353	(0)9953685225	0135-2748290	pawansharma@hudco.org
9	Guwahati	M S Dharitri Medhi	DM-F	0361-2339148	(0)9864134159	0361-2339150	dmedhi_ghy@radiffmail.com
10	Hyderabad	S Rahimuddin	AGM(IT)	040-23210804/23232572 Extn.29	(0)8886001167	040-23243938	syedrahim@hudco.org
11	Jaipur	Sunil Gupta	AGM(IT)	0141-2740158	(0)9636254321	0141-2740702/ 2744883	sunilgupta_jpr@yahoo.com
12	Jammu	Ravinder Tikku	M(Proj)	0191-2648952	(0)9419134180	0191-2473640	tikkuravinder@yahoo.in
13	Kohima	NEISIEVILIE LHOUSA	AGM(Proj)	0370-2291148	(0)9436011063	0370-2291144	Neisievilie5@gmail.com
14	Kolkata	T K Sinha	AGM(IT)	033-23587734	(0)9432309935	033-22525511	tushar@hudco.org
15	Lucknow	Arun Kumar Rana	AGM(P)	0522-2721571	(0)9454994522	0522-2720841	arunrana_kumar@yahoo.com
16	Mumbai	Pragati R Jadhav	Mgr(IT)	022-22690080-84	(0)9224601570	022-22690086	pragatijadhav18@gmail.com
17	Patna	Victor Bhattacharjee	AGM(IT)	0612-2232679	(0)9830232946	0612-2221886	victor@hudco.org
18	Raipur	Vilas C Satpute	SM(IT)	0771-4053738	(0)9753459610	0771-2422023	satputevillas1967@gmail.com
19	Ranchi	Shameek Bose	AGM(E)	0651-2411526	(0)9431104254	0651-2411236	shameek@hudco.org
20	Trivandrum	Ham Singh Oliver	DGM(Proj)	0471-2339742/45	(0)9446493963	0471-2329006	hamsingh@ymail.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	S Gurudatta	RC	079-26582787	(0)9998805570	079-26580804	gurudatt@hudco.org

2	Bengaluru	Sudhakar V Kamath	RC	080-255582602	(0)9449861997	080-25598748	sukamath@hudco.org
3	Bhopal	V T Subramanian	RC	0755-2763542	(0)8435800600	0755-2763526	vts@hudco.org
4	Bhubaneswar	Murali K Jami	RC	0674-2531749	(0)9437140680	0674-2534906	mkjami@hudco.org
5	Chandigarh	Harjit Kumar	RC	0172-2648956	(0)8288093888	0172-2648955	chro@hudco.org
6	Chennai	Rekha V Sarathy	ED(F)	044-28413141	(0)8754441141	044-28589746	rekhasarathy@hudco.org
7	Delhi	K K Chauhan	RC	011-24308650	(0)8859106650	011-4308667	k kchauhan@hudco.org
8	Dehradun	S K Bhatnagar	RC	0135-2740182	(0)9829568689	0135-2748290	bsudhirkr@yahoo.com
9	Guwahati	Kalyanmoy Chanda	AGM(P)	0361-2339148	(0)9435706321	0361-2339148	kalyan.chanda111@gmail.com
10	Hyderabad	P Venketeshwar Reddy	RC	040-23231297	(0)9440096085	040-23243938	hro@hudco.org
11	Jaipur	R S Gunawat	RC	0141-2740874	(0)9829088521	0141-2740702/ 2744883	rgunawat@gmail.com
12	Jammu	Harjit Kumar	RC	0172-2648956	(0)8288093888	0172-2648955	chro@hudco.org
13	Kohima	L Myingthungo Yanthan	RC	0370-2291145	(0)8974053850	0370-2291144	khro@hudco.org
14	Kolkata	Suresh Kumar Mishra	RC	033-23586141	(0)9831444105	033-23585514	mishrasuresh09@gmail.com
15	Lucknow	V Thirumavalavan	ED(P)	0522-2720744	(0)8129567895	0522-2720841	valavan@hudco.org
16	Mumbai	Chanamolu Nageshwar Rao	RC	022-22690080	(0)9030033744	022-22690086	wzo@hudco.org
17	Patna	T.Thomas Antony	RC I/C	0612-2234994	(0)7781929206	0612-2234994	hudcopro@gmail.com
18	Raipur	B Selvasunder	RC	0771-2427796	(0)9444130350	0771-2422023	selvasundar@hudco.org
19	Ranchi	D Ravishankar	RC	0651-2240523	(0)9449861988	0651-2411236	hudcoravi@gmail.com
20	Thiruvananthapuram	Bina Philipose	RC	0471-2339742-45	(0)9446810860	0471-2329006	beenaphilipose@hudco.org
21	Vijayawada	L V S Basu	RC	0866-2493306	(0)9440313343	0866-2493308	lv-sudha@yahoo.com

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 Grievance Redressal Officer.

1	Corporate Office	Samir Mitra	GM(P)	011-24629856	9810309749	011-24629856	samirmitra@hudco.org / samir.mitra@yahoo.co.in
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Housing and Urban Development Corporation Ltd. HUDCO Bhawan, India Habitat Centre, Lodhi Road, New Delhi-110003

Level 4: Escalation to Executive Director at Corporate Office

In case of non satisfaction of the resolution, Executive Director may be contacted as per following details:-

1	Corporate Office	S K Gupta	ED(P)	011-24647794	9868145672	011-24647794	skgupta102003@gmail.com/ skgupta@hudco.org
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Level 5: 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 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 - 110003 *Email: crcell@nhb.org.in*
