



# HOUSING AND URBAN DEVELOPMENT CORPORATION LIMITED

## Grievance Redressal Policy



## 1. INTRODUCTION, OBJECTIVE AND APPLICABILITY

Housing and Urban Development Corporation Limited (herein after referred to as “Company” or “HUDCO”) acknowledges the importance of a robust Grievance Redressal Mechanism with the objective of establishing a structured and equitable procedure through which both internal and external stakeholders can raise, address and seek effective resolution of their grievances, concerns and complaints. To ensure open communication, accountability, responsiveness and transparency in addressing grievances raised by stakeholders and fair treatment, the Company has established a Grievance Redressal System. This system provides channels available for various stakeholders to voice their concerns and seek solutions in a fair and impartial manner.

HUDCO is committed to address all grievances promptly, with fairness and impartiality. It will also be ensured that our grievance resolution process remains readily accessible to all stakeholders.

This Policy extends to internal stakeholder (employees) and external stakeholder (shareholders, bondholders, customers, vendors, communities, consultants, contractors etc.) in a fair and equitable manner and all efforts shall be made to resolve the grievance raised in a time bound manner to build and enhance the trust and credibility among all stakeholders.

## 2. GRIEVANCE REDRESSAL CHANNELS AND PROCESS

All Stakeholders are encouraged to register their concerns using the provided communication channels, which include email, telephone, online system or written correspondences. In order to establish robust Grievance Redressal Mechanism, HUDCO endeavours to facilitate stakeholders to submit their grievances through various channels/modes as given below for easy, user friendly and timely redressal:

Sl. No.	Stakeholder	Grievance Redressal Channel
1	Shareholders	<p>The grievances of shareholders shall be dealt with in a manner and timelines as prescribed by SEBI.</p> <p>Contact Details of the concerned officers may be accessed at the following link:  <a href="https://www.hudco.org.in/writereaddata/CS-CO-IRO-GRO-RTA.pdf">https://www.hudco.org.in/writereaddata/CS-CO-IRO-GRO-RTA.pdf</a></p> <p>SEBI SCORES &amp; ODR Portal  <a href="https://scores.sebi.gov.in/">https://scores.sebi.gov.in/</a></p> <p><a href="https://smartodr.in/login">https://smartodr.in/login</a></p>
2	Bondholders	<p>Contact Details of the concerned officers may be accessed at the following link:  <a href="https://www.hudco.org.in/writereaddata/CS-CO-IRO-GRO-RTA.pdf">https://www.hudco.org.in/writereaddata/CS-CO-IRO-GRO-RTA.pdf</a></p> <p>SEBI SCORES &amp; ODR Portal  <a href="https://scores.sebi.gov.in/">https://scores.sebi.gov.in/</a></p> <p><a href="https://smartodr.in/login">https://smartodr.in/login</a></p>



3	Employees / Workers	Internal mechanism available on intranet: <a href="http://intranet.hudco.org">intranet.hudco.org</a>
4	Community	Grievance Redressal <a href="https://hudco.org.in/Site/FormTemplate/frmTemp1PLargeTC1C.aspx?MnId=358&amp;ParentID=311">https://hudco.org.in/Site/FormTemplate/frmTemp1PLargeTC1C.aspx?MnId=358&amp;ParentID=311</a>  E-mail communication to concerned division of the Company
5	Customers	Grievance Redressal <a href="https://hudco.org.in/Site/FormTemplate/frmTemp1PLargeTC1C.aspx?MnId=358&amp;ParentID=311">https://hudco.org.in/Site/FormTemplate/frmTemp1PLargeTC1C.aspx?MnId=358&amp;ParentID=311</a>  Fair Practice Code: <a href="https://www.hudco.org.in/writereaddata/fpc.pdf">https://www.hudco.org.in/writereaddata/fpc.pdf</a>  E-mail communication to concerned division of the Company
6	Vendors/ Suppliers/ Consultants	Grievance Redressal <a href="https://hudco.org.in/Site/FormTemplate/frmTemp1PLargeTC1C.aspx?MnId=358&amp;ParentID=311">https://hudco.org.in/Site/FormTemplate/frmTemp1PLargeTC1C.aspx?MnId=358&amp;ParentID=311</a>  E-mail communication to concerned division of the Company

In cases where additional time is required to resolve, stakeholders will be informed of the reasons for the delay and furnished with anticipated timelines.

Closure of the complaint will be formally documented and stakeholders will be provided the opportunity to share their feedback about their overall satisfaction/ dissatisfaction.

HUDCO is committed to maintain strict confidentiality and prohibit retaliation against those raising grievances in good faith.

### 3. AMENDMENT

The Chairman & Managing Director may, at any time, amend the policy for effective and operational ease.

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