

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 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 one month.
- After examining the matter, HUDCO shall send the customer its final response or explain why it needs more time to respond and shall endeavor to do so within one month 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 question 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) (updated on 12 12 2023)

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:-

Sl No.	Regional Office	Name of CRO (S/Shri)	Designation of CRO	Telephone/FAX			E-Mail ID
				LL	Mob	Fax	
1	Ahmedabad	HARSHADKUMAR B PAREKH	SM(IT)	079-26580684	(0)9427318643	079-26580804	harshad_97@hudco.org
2	Bengaluru	P SUBRAMANIAN	JGM(P)	080-25587014	(0)9444906130	080-25598748	psubramanian@hudco.org
3	Bhopal	ASHOK PATEL	JGM(P)	0755-2763542	(0)9558814965	0755-2763526	ashokpatel@hudco.org
4	Bhubaneswar	FAGU CH MURMU	SM(S)	0674-2531749	(0)7684877227	0674-2534906	BBRO@HUDCO.ORG
5	Chandigarh	KANWALJEET KAUR	AGM(R)	0172-2648952	(0)9417925019	0172-2648955	kanwaljeetkaur@hudco.org
6	Chennai	SMT. A UMA	JGM(IT)	044-28412711	9841571196	044-28589746	auma@hudco.org
7	Delhi	VINEETA RANI	JGM(P)	011-24308670	(0)9810162084	011-24308667	vineeta.rani@hudco.org
8	Dehradun	ASHOK KUMAR LALWANI	JGM(F)	0135-2748405	(0)9415789753	0135-2748290	lalwani@hudco.org
9	Dimapur	RANA KUMAR PHUKAN	DGM(P)	03862-224323	(0)9706001834	03862-224323	RANAKUMARPHUKAN@HUDCO.ORG.IN
10	Guwahati	DHARITRI MEDHI	Manager (F)	0361-2339148	(0)9864134159	0361-2339150	dharithrimedhi@hudco.org.in
11	Hyderabad	ASHISH A GUNDALA	JGM(CD)	040-23210804/ 23232572 Etn.50	(0)7799559955	040-23243938	ashishgundala@hudco.org
12	Jaipur	RAJKUMAR LAWARIA	Sr Manager(A)	0141-2740158	(0)9887859496	0141-2740702/ 2744883	RAJKUMARLAWARIA@HUDCO.ORG.IN
13	Jammu	PURNIMA BHAT	Deputy Manager (A)	0191-2474355	(0)9419123434	0191-2473640	purnimabhat@hudco.org.in
14	Kolkata	Dr TUSHAR KUMAR SINHA	DGM(IT)	033-23586141	(0)9432309935	033-23585514	tushar@hudco.org
15	Lucknow	SANJAY KUMAR	JGM(P)	0522-2720834	(0) 9415196810	0522-2720841	sanjaykumar@hudco.org
16	Mumbai	PRAGATHI R JADHAV	Sr.Mgr(IT)	022-22690080-81	(0)9224601570	022-22690086	pragati@hudco.org
17	Patna	SATISH KUMAR SINHA	JGM(P)	0612-2234994	(0)9264438825	0612-2221886	sksinha@hudco.org
18	Raipur	VILAS C SATPUTE	DGM(IT)	0771-2427796	(0)9753459610	0771-2422023	vilassatpute@hudco.org
19	Ranchi	SURENDRA KUMAR SINGH	AGM(P)	0651-2241238	(0)9334734466	0651-2241236	surendrakumarsingh@hudco.org.in
20	Thiruvananthapuram	VENUGOPAL P	AGM(P)	0471-2339742-44	(0)9495837228	0471-2329006	venugopalp@hudco.org.in
21	Vijayawada	KATTULA VIJAYA KUMAR	JGM(P)	0866-2493306	(0)9100955296	0866-2493308	kattulavijayakumar@hudco.org.in

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	HAM SINGH OLIVER	RC - I/c	079-26582787	(0)9446493963	079-26580804	hamsingh@hudco.org
2	Bengaluru	Dr D RAVISHANKAR	RC	080-255582602	(0)9449861988	080-25598748	bro@hudco.org ; hudcoravi@hudco.org
3	Bhopal	S THANGARAJU	RC	0755-4272077	(0)9752099008	0755-2763526	thangaraju@hudco.org
4	Bhubaneswar	MADHUKAR D UGEMUGE	RC - I/c	0674-2531749	(0)9893203918	0674-2534906	madhukar@hudco.org
5	Chandigarh	SANJAY BHARGAVA	RC	0172-2648952	(0)9897813920	0172-2648955	chro@hudco.org
6	Chennai	A SIVA SHANKAR	RC	044-28413141	(0)9486177430	044-28589746	cro@hudco.org
7	Delhi	SK SOLANKI	ED (L)	011-24308650	(0)9958167722	011-4308667	ncr@hudco.org
8	Dehradun	AKASH TYAGI	RC	0135-2748405	(0)8954084567	0135-2748290	akashtyagi@hudco.org ; dro@hudco.org
9	Dimapur	M NISHIKANTA SINGH	RC	03862-224365	(0) 9436022712	0370-2291144	DIMAPURRO@HUDCO.ORG
10	Guwahati	PRASANTA KUMAR KONWAR	RC	0361-2339148	(0) 9612002154	0361-2339148	gro@hudco.org
11	Hyderabad	P VENKATESHWAR REDDY	RC	040-23231297	(0)9440096085	040-23243938	PVREDDY@HUDCO.ORG
12	Jaipur	S K BHATNAGAR	RC	0141-2740874	(0)9929856868	141-2740702/ 2744883	JRO@HUDCO.ORG
13	Jammu	N CHANDRASEKHAR	RC	0191-2474355	(0)9100955292	0172-2648955	jmro@hudco.org
14	Kolkata	DEBESH CHAKRABARTY	RC - I/c	033-23580780	(0)9836444872	033-23585514	KRO@HUDCO.ORG
15	Lucknow	RAJESH SRIVASTAVA	RC - I/c	0522-2720834	(0)9450932215	0522-2720841	rajeshsrivastava@hudco.org
16	Mumbai	V T SUBRAMANIAN	RC	022-22690080	(0)8435800600	022-22690086	vts@hudco.org
17	Patna	KAMAL KUMAR CHAUHAN	RC	0612-2234994	(0) 8859106650	0612-2234994	pro@hudco.org
18	Raipur	Dr VIVEK	RC - I/c	0771-2427796	(0)9810505359	0771-2422023	raipurro@hudco.org
19	Ranchi	BISHWAJEET SOY	RC - I/c	0651-2241238	(0)9939364185	0651-2411236	ranchi@hudco.org
20	Thiruvananthapuram	BT UMESH	RC	0471-2339742-45	(0)9449861995	0471-2329006	tro@hudco.org ; btumesh@hudco.org
21	Vijayawada	P VENKATESHWAR REDDY	RC	0866-2493306	(0)9440096085	0866-2493308	PVREDDY@HUDCO.ORG

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 H M BHATNAGAR, Grievance Redressal Officer	LL-011-24651880	9760016118		grievance@hudco.org
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Level 4: Escalation to Appellate Authority for Grievance Redressal at Corporate Office

	Shri M NAGARAJ, Director (Corporate Planning)	LL-011-24690478	9899731800		dcp@hudco.org
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Housing and Urban Development Corporation Ltd., HUDCO Bhawan, India Habitat Centre, Core 7A, Lodhi Road, New Delhi-110003

Level 5: Escalation to Regulatory Authority of Non-Banking Finance Companies - NHB

In case the customer is still dissatisfied with the resolution of our Customer Relation Officers, they may appeal to NHB.

General Manager, National Housing Bank, Core - 5 A, India Habitat Center, Lodhi Road, New Delhi -110003, Telephone No : 011- 39187000