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 endeavour 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 endeavour 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)

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 (Smt./Shri)	Designation of CRO	Telephone/FAX			E-Mail ID
				Land Line	Mob	Fax	
1	Ahmedabad	Ashok Patel	JGM(P)	079-26580684	9558814965	079-26580804	ashokpatel@hudco.org
2	Bengaluru	Prabha Unnikrishnan	JGM(L)	080-25587014	9611177443	080-25598748	prabhaunnikrishnan@hudco.org.in
3	Bhopal	Anand Soni	JGM(P)	0755-2763542	9826130307	0755-2763526	anandsoni@hudco.org
4	Bhubaneswar	Fagu Ch Murmu	SM(S)	0674-2531749	7684877227	0674-2534906	faguchmurmu@hudco.org.in
5	Chandigarh	Kanwaljeet Kaur	AGM(A)	0172-2648952	9417925019	0172-2648955	kanwaljeetkaur@hudco.org.in
6	Chennai	A Uma	JGM(IT)	044-28413141	9841571196	044-28589746	auma@hudco.org
7	Delhi	Umesh Prasad	DM(F)	011-24308670	9810997210	011-24308667	umeshprasad@hudco.org.in
8	Dehradun	Bhawna	SM(S)	0135-2748405	9814588595	0135-2748290	bhawna@hudco.org.in
9	Dimapur	Rolice Sema	JGM(L)	03862-224323	9436601349	03862-224323	rolicesema@hudco.org.in
10	Guwahati	Dharitri Medhi	M(F)	0361-2339148	9864134159	0361-2339150	dharitrimedhi@hudco.org.in
11	Hyderbad	Ashish A Gundala	JGM(CD)	040-23210804/ 23232572	7799559955	040-23243938	ashishgundala@hudco.org
12	Jaipur	Rajkumar Lawaria	SM(A)	0141-2740158	9887859496	0141-2740702/ 2744883	rajkumarlawaria@hudco.org.in
13	Jammu	Purnima Bhat	M(A)	0191-2474355	9419123434	0191-2473640	purnimabhat@hudco.org.in
14	Kolkata	Jayant Bhattacharya	SM(IT)	033-23586141	9264438828	033-23585514	jbhatt@hudco.org
15	Lucknow	Sanjay Kumar	JGM(P)	0522-2721571	9415196810	0522-2720841	sanjaykumar@hudco.org
16	Mumbai	Pragathi R Jadhav	AGM(IT)	022-22690080-81	9224601570	022-22690086	pragati@hudco.org
17	Patna	Satish Kumar Sinha	JGM(P)	0612-2234994	9264438825	0612-2221886	sksinha@hudco.org
18	Raipur	Vilas C Satpute	DGM(IT)	0771-2427796	9753459610	0771-2422023	vilassatpute@hudco.org
19	Ranchi	Surendra Kumar Singh	DGM(P)	0651-2241238	9334734466	0651-2241236	surendrakumarsingh@hudco.org.in
20	Trivandrum	Venugopal P	DGM(P)	0471-2339742-44 & 2339746-47	9495837228	0471-2329006	venugopalp@hudco.org.in
21	Vijayawada	Kattula Vijay Kumar	JGM(P)	0866-2493306	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 (Smt./Shri)	Designation	Telephone/Fax			E-Mail ID
				Land Line	Mobile	Fax	
1	Ahmedabad	VIPUL ZINZUWADIA	RC-I/c	079-26582787	9979936465	079-26580804	vipulzinzu@hudco.org
2	Bengaluru	A SIVA SANKAR	RC	080-255582602	9486177430	080-25598748	sivasankar@hudco.org
3	Bhopal	Dr TRIPTI M DIXIT	RC-I/c	0755-4272077	7898921821	0755-2763526	tripti@hudco.org
4	Bhubaneswar	S K PANDA	RC-I/c	0771-2427796	9437010602	0771-2422023	sanjibpanda@hudco.org
5	Chandigarh	NEERAJ SETHI	RC-I/c	0172-2648952	9810450516	0172-2648955	neerajsethi@hudco.org
6	Chennai	V T SUBRAMANIAN	ED(P)	022-22690080	8435800600	022-22690086	vts@hudco.org
7	Delhi NCR	RAJEEV GARG	RC	011-24308650	7044080675	011-4308667	rajeevgarg@hudco.org
8	Dehradun	SANJAY BHARGAVA	RC	0135-2748405	9897813920	0135-2748290	sanjaybhargava@hudco.org.in
9	Dimapur	M NISHIKANTA SINGH	RC	03862-224365	9436022712	0370-2291144	mayanglambamnishikantasingh@ hudco.org.in
10	Guwahati	PRASHANT KUMAR KONWAR	RC-I/c	0361-2339148	9612002154	0361-2339148	prasantakumar@hudco.org
11	Hyderabad	P SUBHAS REDDY	RC	040-23231297	9449861994	040-23243938	subhasreddy@hudco.org
12	Jaipur	S K BHATNAGAR	RC	0141-2740874	9829568689	141-2740702/ 2744883	jro@hudco.org
13	Jammu	DR DEEPAK BANSAL	RC	0191-2474355	9871592418	0172-2648955	deepak@hudco.org
14	Kolkata	DEBESH CHAKRABARTY	RC-I/c	033-23580780	9836444872	033-23585514	c_debesh@hudco.org
15	Lucknow	NARESH KUMAR	RC-I/c	0522-2720731	9910802842	0522-2720841	nareshkumar@hudco.org
16	Mumbai	MURALI K JAMI	RC	022-22690080-81	9437140680	022-22690086	mkjami@hudco.org
17	Patna	K K CHAUHAN	RC	0612-2234994	8859106650	0612-2234994	kkchauhan@hudco.org
18	Raipur	SAKET SHRIVASTAVA	RC-I/c	0771-2427796	8283944991	0771-2422023	saketshrivastava@hudco.org
19	Ranchi	MADHUKAR D UGEMUGE	RC-I/c	0674-2531749	9893203918	0674-2534906	madhukar@hudco.org
20	Thiruvananthapuram	S SHYAM KUMAR	RC-I/c	0471-2339742-45	9429898668	0471-2329006	sshyamkumar@hudco.org.in
21	Vijayawada	BSA MURTHY	RC	0866-2493306	9100955290	0866-2493308	murthybsa@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 S.K. Solanki ED(Law)	011-24651880	9958167722		sksolanki@hudco.org
Level 4: Escalation to Appellate Authority for Grievance Redressal at Corporate Office					
1	Shri M Nagaraj Director (Corporate Planning)	011-24690478	9899731800		dcp@hudco.org
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 - RBI					
In case the customer is still dissatisfied with the resolution of our Customer Relation Officers, they may appeal to the Officer-in-Charge of the					
General Manager, Department of Supervision (DoS), Reserve Bank of India, 6, Sansad Marg, New Delhi -110001 **Telehone No : 011-23714456**					