



PAKISTAN MORTGAGE REFINANCE COMPANY LIMITED

Grievances Redress Policy and Mechanism

Version	Author	Approval Date	Changes
1.0	PMRC	June 2018	-

Contents

1.	Background	3
2.	PMRC Grievance Process	4
2.1	What information is required when making a grievance?	4

1. Background

In preparing this Policy, PMRC has endeavoured to align our procedures with the relevant legal requirements and current best practice.

1.1 What is a grievance?

The Policy is intended to address grievances made to PMRC. Under this Policy, Grievance is defined as follows:

- An expression of dissatisfaction made to an organization, related to its products and operations, or the Grievances handling process itself, where a response or resolution is explicitly or implicitly expected.
- Any person, several persons, or organization (the complainant) who are dissatisfied with a product or service provided by the Company, including individual users of the housing loans, for any reason, or the impacts of such products or services on communities or the environment, may contact PMRC to complain. A grievance may be oral or written.
- At times, grievances can be by way of negative feedback, which may not require a resolution or formal follow-up. While this type of feedback is valuable, the Policy does not apply to feedback of this nature.

1.2 How a grievance may be made

Where a grievance is about a particular service, product or employee, complainants shall address their grievance to:

Compliance Head
Pakistan Mortgage Refinance Company Limited
PABX: Tel: 021- 3563 3366-68 Fax: 021 - 3563 33365
6th Floor Bahria Complex-I, M.T. Khan Road, Karachi, Pakistan.
Email: complaint@pmrc.com.pk

Where possible, grievances should be made in writing so that the details of the grievance are clear and complete. Otherwise, grievances can be submitted orally, by letter, email or fax.

PMRC will ensure that its grievance mechanism and ways to submit complaints are known to the public and communicated through various channels, such as PMRC website. PMRC will also ensure that its Customers (primary mortgage lending institutions) are aware of the PMRC grievance mechanism and can, in turn, ensure that individual users of the housing loans are notified that they can register the grievance with this mechanism.

2. PMRC Grievance Process

2.1 What information is required when making a grievance?

When making a grievance, please provide the following information:

- Your name, position and contact details. However, complaints can also be submitted anonymously and anonymous complaints should also be responded whenever possible (for example, complaints received through un-named emails or phone calls can be responded), and in any case PMRC will take action to address the nature of the complaint
- Your relationship with PMRC (i.e. the nature of your engagement with PMRC, if you are a customer)
- Your contact person within PMRC
- The nature of the grievance (including when the issues giving rise to the grievance occurred)
- Details of the PMRC employee involved (if applicable)
- Copies of any documentation supporting the grievance.

2.2 Assistance with making a grievance

If you need assistance in formulating or lodging a grievance, please indicate so by contacting the Compliance Head (contact details as provided above).

2.3 Acknowledgement of grievances

PMRC is committed to acknowledging all grievances immediately upon receipt. Once a grievance has been received, PMRC will undertake an initial review of the grievance. An acknowledgement will be sent via email, recorded line or surface mail confirming the receipt of the grievance within 48 hours of the receipt of the grievance mentioning the grievance number. In case the grievance is received after the working hours, the acknowledgement shall be sent on the following working day. The acknowledgement will briefly describe the grievance process, the time line to resolve or decide the grievance and the contact details for follow up on your grievance.

2.4 Review and actions

PMRC will endeavour to resolve grievances within a specified period of time of receiving the grievance as per the table below. In this regard, following timeline will be observed for all grievances.

Acknowledgement	Within 48 hours of receipt of the grievance.
Interim reply	After 10 working days in case the matter required detailed scrutiny or additional information. These sorts of grievances may include issues relating to fraud, embezzlement of funds, repayment disputes, serious environmental and social issues etc.

Final reply	<p>Within 7 working days if the grievance is of minor nature and does not require detailed investigation. These may include grievance of misbehavior, malfunctioning of system, repayment or settlement disputes etc. Within 15 working days for more complex cases (those requiring interim reply as above).</p> <p>However, in the fraud related cases the final reply to the complainant must be issued within 30 days from the lodgment of the grievance.</p>
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However, this may not be possible on all occasions. Where PMRC review exceeds four weeks, PMRC will contact the complainants to inform them of the reasons for the delay, and indicate to you when we expect to be in a position to complete our review of the grievance.

2.5 The complainants' rights during the grievance process

The complainants have the right to enquire as to the status of their grievance by contacting the employee who has been identified to you as handling your grievance. Complainants have the right to take the matter to another form of resolution, including formal government mechanisms and courts in case they do not gain satisfactory resolution at PMRC. PMRC also commits to have its grievance mechanism free of charge to the complainants and free of any retribution.

2.6 Response to a grievance and closeout

Once PMRC has reviewed your grievance, PMRC will provide the complainants with a written response. If you are dissatisfied with PMRC's response, you have the right to ask for reconsideration of the response by the Compliance Head.

Such a request should be made in writing and forwarded by post, email or fax to the address provided above.

2.7 Record keeping

PMRC will keep a grievance register detailing the time, nature, and response to the complaints, and what kind of resolution was achieved.