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SANCTION LETTER

To,

M/s K B BUILDERS,

S NO 01 KAVIRAJ MARKET GOVIND PURA KALWAR ROAD JAIPUR ,

Jaipur ,.

Sanction Date :17/01/2025
Sub.: Your application No APPL05395453

Dear Shubham Customer,

We are pleased to provide you an (in principal) approval of your loan request subject to details stated below and terms and conditions mentioned overleaf.

Type of Loan	Home Loan-Project
Loan Amount	INR 8,50,00,000.00 (INR Eight crore fifty lakh only)
Borrower(s)	M/s K B BUILDERS Rep by BHINWA RAM , Mr KARAM SINGH GADWAL Mr BHINWA RAM
Guarantor	NONE
Tenor of the Loan	48 months
Variable Interest rate(applicable on date of sanction)	15%
Administrative and Operational Costs-At Login (Non refundable)	INR 7,500.00 (INR Seven thousand five hundred only)
CERSAI CHARGE (Non refundable)	INR 118.00 (INR One hundred eighteen only)
Life Insurance Premium (Non refundable)	INR 0.00 (INR Zero only)
Administrative and Operational Costs-At Disbursal-HL (Non refundable)	INR 10,03,000.00 (INR Ten lakh three thousand only)
Re-pricing Frequency	Monthly or as and when required
Monthly Installment	INR 41,21,366.00 (INR Fourty one lakh twenty one thousand three hundred sixty six only)
Property to be financed	PLOT NO 15A, 16A, 17A AND 18A IN SCHEME KAILASHPURI MACHRA, SIKAR ROAD, JAIPUR 302013, Jaipur-302013,Rajasthan
NESL data submission	Rs 50+Applicable Taxes
CERSAI Charges	Rs. 50 + Applicable GST if loan amount upto Rs. 5 Lakhs and Rs.100 + Applicable GST if loan amount above Rs. 5 Lakhs

Your profile as assessed by our company is categorised as : **Medium**

Your profile as assessed by our company is categorised as :

Your profile as assessed by our company is categorised as :

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For Full disbursal loans- Pre – Emi will be charged in the first month after disbursal which will be interest from the date of disbursal till the end of that particular month. The EMI as stated in the above table will commence from the subsequent month.

For Tranche disbursal loans, PEMI shall commence from the month succeeding to the month of disbursal. Pre EMI shall continue to be charged till full disbursal is made or 12 months from the month of first PEMI, whichever is earlier. Thereafter, the EMI as stated in the above table will commence from the subsequent month.

This in principle sanction is subject to the following:

1	The details given by you and the other applicants/guarantor in the application form are true and correct and there is no material change in the same after making the application.
2	The original title documents of the property as required by Shubham shall be handed over and any other process required to create
3	Pre-emi will be charged in the first month .Full emi will be charged from subsequent due. For tranche loans, pre-emi will be charged for 12 months or until full disbursement of the loan#, whichever is earlier.
4	The margin money/your equity will be paid to the developer/contractor or seller prior to the disbursal of the loan.
5	The loan is not to be used for any other purpose except for the purpose as mentioned in your application and/or in subsequent discussions/undertakings.
6	The interest rate mentioned on the letter is as on the date of sanction and is subject to change from time to time. The final interest rate for your loan will be confirmed post completion of all documentation as required by Shubham.
7	In case the property is yet to be finalised or the property evaluation is yet to be completed, then the above loan amount is liable to change based on the value/nature of the property and after applying the LTV (Loan to Market Value) guidelines of Shubham. Please note that the upper limit of LTV (Loan to Market Value) percentage will be specific to the loan product applied for as given above.
8	The property selected should have a clear and marketable title and must conform to the technical standards and other requirements of Shubham.
9	This sanction is valid for a period of 90 days from the date of this letter.
10	The Administrative and Operational Cost -At Disbursal as mentioned above will be deducted from the loan amount at the time of disbursal. Kindly note that the Administrative and Operational Costs-At Login and Administrative and Operational Cost-At Disbursal are not refundable under any circumstances.
11	The applicable premium payable against general insurance, health insurance and life insurance will be deducted from final sanctioned loan amount and remitted to the insurance service provider on the request of customer
12	Disbursal of the loan will be subject to verification of all documents / information provided for processing the loan.
13	In case of partially disbursed loan, interest will be charged each month on the partially disbursed amount. Once the loan is fully disbursed, EMI will be charged towards recovery of principal and interest each month. Final EMI amount will be communicated once loan fully disbursed.
14	Shubham is entitled to add/delete/modify all or any of the terms and conditions of the sanction Letter and will notify such change to the customer through letters/ email/ SMS correspondence
15	The CERSAI charges / NESL Charge as mentioned above will be deducted from the final disbursal amount and remitted to CERSAI/NESL
16	The policy issuance and related benefits will be activated against life insurance and any other general insurance only post clearance of the disbursement cheque. This is as per arrangements with the insurance service provider.
17	Upon closure/settlement of loan account the original property documents of borrower(s) are ordinarily dispatched from Shubham's head office to the borrower's home branch within 21 days, unless otherwise decided and communicated by the either party to the other party.
18	In case of floating rate, rate of interest on the loan will be revised/ reset with revision in the Prime Lending Rate ("PLR"). In case of any

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	revision in the rate of interest there would be an change in the EMI, or an change in the tenor or both.

In case of Self construction/Plot plus construction products the loan will be disbursed as per the schedule mentioned below.

Stage of construction	Disbursal percentage
On completion of atleast 25%	25%
Completion of structure ie 50%	25%
Completion of structure ie 75%	25%
More than 90%	25%

Method of application: In case any amount is paid by the Borrower or any amount is received/ realized/ recovered from the Borrower, then the same shall be adjusted/ appropriated in following order without any prior intimation to the Borrower:
(I) First adjustment will be against principal due[1]
(ii) Second adjustment will be against interest due[2]
(iii) Amount received will be adjusted on FIFO basis (first in fist out basis) against fees/ charges and Penal Charges only after all the principal due and interest due are paid off. Same payment hierarchy will be followed on loan account becoming 90 days overdue (NPA) and even thereafter.

1 In case more than one EMI of Borrower(s) is overdue, then adjustment will be made against the principal portion of EMI which first became overdue and residual amount, if any, shall be adjusted against the interest portion of said EMI. Any residual amount thereafter, if any, shall be adjusted against the principal portion of EMI which next became overdue and so on.
2 Refer Foot note No. 1

Special Terms & Conditions:

Yours truly,

Manjari

Authorised Signatory

Shubham Housing Development Finance Company Ltd.

You can contact us at the following address for further details of your loan sanction. The applicable schedule of charges as on date is also available at the same address.
Branch Address: 425 Udyog Vihar , Phase IV, Gurgaon-, 122015, Haryana

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MOST IMPORTANT TERMS AND CONDITIONS OF OUR LOANS

Given below are the Most Important Terms & Conditions for getting a loan from Shubham. These will be detailed and given to a customer at the time of signing of the loan agreement and the loan will be disbursed only after we have the customers consent on these terms

Agreement Schedule Report for Applicant No APPL05395453

Place of Agreement	425 Udyog Vihar , Phase IV, Gurgaon-, 122015, Haryana
Date of Agreement	17/01/2025
Product Type	Home Loan
Name of the borrower	M/s K B BUILDERS Rep by BHINWA RAM
Name of the co-borrower(s)/guarantor(s)	Mr KARAM SINGH GADWAL Mr BHINWA RAM / NONE
Address of borrower	S NO 01 KAVIRAJ MARKET GOVIND PURA KALWAR ROAD JAIPUR Jaipur
Shubham branch address	425 Udyog Vihar , Phase IV, Gurgaon-, 122015, Haryana
Loan Amount	INR 8,50,00,000.00 (INR Eight crore fifty lakh only)
CLSS amount	
Prime Lending Rate (PLR)	18.5 % p.a.
Type of Interest Rate (Reset Linked to revision in PLR of SHDFC)	Floating
Re-pricing frequency	Monthly or as and when required
Applicable interest rate	15 % per annum i.e. PLR ± -3.5%(Spread)
Late payment charge	**24% per annum**
Type of installment	Equated
Due date	10th Every Month
EMI	INR 41,21,366.00 (INR Fourty one lakh twenty one thousand three hundred sixty six only)
Pre – EMI	814,583
Mortgaged property/security/collateralTenor (in months)/No. of EMIs	PLOT NO 15A, 16A, 17A AND 18A IN SCHEME KAILASHPURI MACHRA, SIKAR ROAD, JAIPUR 302013, Jaipur-302013,Rajasthan
Tenor (In months)/No. of EMIs	48
Charges:	
Administrative and Operational Costs-At Login (Non Refundable) (inclusive of applicable taxes)	INR 7,500.00 (INR Seven thousand five hundred only)
CERSAI CHARGE (Non Refundable) (inclusive of applicable taxes)	INR 118.00 (INR One hundred eighteen only)
Life Insurance Premium (Non Refundable) (inclusive of applicable taxes)	INR 0.00 (INR Zero only)
Administrative and Operational Costs-At Disbursal-HL (Non Refundable) (inclusive of applicable taxes)	INR 10,03,000.00 (INR Ten lakh three thousand only)
CERSAI charge (non-refundable)	Rs. 50 + Applicable GST if loan amount upto Rs. 5 Lakhs and Rs.100 + Applicable GST if loan amount above Rs. 5 Lakhs
Life Insurance Premium (Non-refundable) (inclusive of applicable taxes)	As per actual

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Duplicate statement (per Statement)	Rs. 500 + GST
Emi Payment Instrument Swapping charges	Rs. 500 +GST
Duplicate interest certificate	Rs. 500 +GST
Copy of property documents	Rs. 1000 + GST
Cheque/ECS/NACH/SI bounce charges	Rs. 500
Charges for non-availability of repayment instrument	Rs. 500 + GST
EMI Due Collection Charges	Rs. 400 + GST
Property Swapping Charge	Rs.3000 + GST
List of Documents	Rs. 500 + GST
Foreclosure statement charges	Rs.1000 + GST
Custodial Fee for property documents in closed loans	Rs 1000 Per month (post 60 Days from Loan Closure Date) + GST
Valuation fee in Construction Linked Loan cases	First visit: No charges. Subsequent visits: Rs 500 + GST
Valuation fee for property revisit	Rs.1500+ GST
Document retrieval charges on closure of loan (excluding maturity closure)	Rs.1000+ GST
Duplicate No Dues Certificate	Rs.250+ GST
Statutory Charges if any	As per actual
Legal Charges if any	As per actual
Re valuation charge for NPA cases	Rs.1350+ GST
Search charges (to be charged in case of delayed disbursement)	Upto Rs. 1000 depend on SRO Office + GST
Additional Security creation charges	Rs.1000 + GST
Outstanding enquiry	Rs. 500+GST
Repayment Schedule fee	Rs. 500+GST
Re- assessment charge (If loan is not availed within 30 days of cheque print date	Rs.2000/- +GST
Loan documentation charges	Rs.1000+ GST for execution of agreement
Administrative charges for interest rate type switchover	Rs.5000/- + GST
NESL data submission	Rs. 50 + GST
Partial Prepayment	Product: Housing Loan — Rate of Interest floating: Nil Product: Non- Housing Loan — Rate of Interest floating: Non-Housing loan given to individual / non-individual for business purpose- 4% + GST on Principal paid excess of what is demanded as per EMI schedule
Pre closure charges	Product: Housing Loan — Rate of Interest floating: Nil Product: Non- Housing Loan — Rate of Interest floating: Non-Housing loan given to individual/ non-individual for business purpose-

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		4% + GST on Principal paid
	Lap for construction and Project finance	2% to be charged on POS for closures through Balance Transfer
End use / Purpose of loan	Home Construction	
Use of Property	Vacant	
Conditions of disbursement of Loan		
Mode of repayment	1.PDC 2.Electronic Mode	

Note: - Above fee and charges are exclusive applicable taxes (GST) or any other govt taxes, levies etc and subject to change and will be at sole discretion of Shubham Housing Development Finance Company Ltd.

The Interest calculation is on 360 days for all years during the loan tenure and monthly interest calculation is on 30 days for all months. For Full disbursal loans- Pre – Emi will be charged in the first month after disbursal which will be interest from the date of disbursal till the end of that month. The EMI as stated in the above table will commence from the subsequent month.

For Tranche disbursal loans, PEMI shall commence from the month succeeding to the month of disbursal. Pre EMI shall continue to be charged till full disbursal is made or 12 months from the month of first PEMI, whichever is earlier. Thereafter, the EMI as stated in the above table will commence from the subsequent month.

In case of plot plus construction/self-construction loans, plot shall be deemed to include any structured erected thereon, in present or in future.

It is hereby agreed that for detailed terms and conditions of the loan, the parties hereto shall refer to and rely upon the loan and other security documents executed/ to be executed by them.

It is further clarified that the amount of EMI/Pre-EMI not paid on the due date mentioned above shall become overdue. Further your loan account in case of default shall be liable to be classified by the Company as under: -

S. No.	SMA Subcategories	Basis for classification – Principal or interest payment or any other amount wholly or partly overdue
(i)	SMA-0	Upto 30 days
(ii)	SMA-1	More than 30 days and upto 60 days
(iii)	SMA-2	More than 60 days and upto 90 days
(iv)	NPA	More than 90 days

It is further clarified that once the loan accounts classified as NPAs cannot be upgraded as 'standard' asset until entire arrears of interest and principal are paid by the borrower.

Additional Conditions

Most important terms and conditions should be read in conjunction with the agreement schedule giving details of the loan.

1.**Insurance**: Borrower shall obtain property insurance mandatorily, unless exempted by Shubham. Shubham assists the Borrower in obtaining the insurance from any of the General Insurance Companies. However, the borrower is free to obtain property insurance independently and assign it to Shubham Housing Development Finance Company Ltd. Neither Shubham nor the general insurance companies empaneled with Shubham currently charge any fee for property insurance

2.**Disbursement conditions.** The obligation of Shubham to make any disbursement shall be subject to the following conditions:

(a)Credit Worthiness of the Borrower and title of Property: The borrower must meet Shubham's creditworthiness requirements. Additionally, Shubham must be fully satisfied that the title of the property is clear, marketable, and unencumbered. The borrower shall obtain all necessary permissions required for the creation of a security interest in the property, including the right to acquire the property. Shubham shall be entitled to make, or cause to be made, any inquiries deemed fit to assess the above

(b) Non-existence of event of default

(c) Extra ordinary Circumstances No extra ordinary or other circumstances have occurred which in the sole opinion of Shubham may make it improbable for the Borrower to fulfil any of the terms and Conditions.

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(d) Pending Legal Proceedings The Borrower shall have disclosed to Shubham about any action, suit proceedings, winding up/ insolvency proceedings or investigation pending initiated against him/her.

(e) Evidence for Utilization of Disbursement The Borrower shall have produced evidence of the utilization of the Loan or any part disbursement of the Loan.

(f) Guarantees/Securities etc. The Borrower if required by Shubham shall provide and execute Guarantee(s) either by themselves or such person as may be approved by Shubham. The Borrower shall duly execute all other necessary documents, writings, create security of the Property in favour of Shubham and submit Post Dated Cheques, Standing Instructions or ECS mandates, as the case may be.

(g) Utilization of Borrower's Contribution: The Borrower shall arrange for the remainder funds required for the purpose of the Loan (i.e. the cost of the Property less than Loan). The Borrower shall not borrow the same from any other person.

(h) Where the Borrower transfers loan from other bank/financial institution to Shubham, the Borrower shall have obtained necessary permissions, letter from the existing /previous bank/institution/lender (as the case may be) and shall have disclosed correct information to Shubham.

(i) Subject to the fulfillment of the conditions precedent for disbursement set forth herein, Shubham shall disburse the loan either in a lump sum or in suitable installments, as may be decided by Shubham, with reference to the need, progress of construction, or other factors as determined by Shubham at its sole discretion. Shubham's decision to disburse the loan fully or in part and the manner of disbursement, shall be final and binding on the borrower.

(j) The disbursement shall be made by Shubham by issuing a Pay Order, Cheque or a Demand Draft crossed as "A/c Payee only" or through a credit to a designated bank account, details specified in the Schedule hereto. The loan shall deemed to be disbursed from the date the cheque is handed over to the Borrower(s) or the date when electronic/online transfer of disbursement amount is made in the Borrower(s)' bank account or seller's/third party's bank account as may be advised by the Borrower(s)and Interest on the Loan will begin to accrue in favour of Shubham from the said date irrespective of whether the amount has actually been withdrawn by the Borrower.

(k) Shubham may, at its sole discretion, disburse the Loan directly to the Borrower, builder, developer, society, and other banks/ institution / lender from whom the Borrower transfers the Loan to Shubham or in favour of any third party as may be requested by the Borrower.

(l) Shubham may, by giving reasonable notice to the borrower, suspend or cancel further disbursement of the loan if the loan amount has not been fully drawn within a reasonable time, or if due to any change in circumstances where Shubham is of the opinion that there has been a material adverse effect on the borrower's financial condition, profits, business, or any other factors considered by Shubham when issuing the sanction letter. This includes but is not limited to delays in the construction of the property.

(m) Shubham reserves the right to ask for additional documents of the borrower in relation to the financial status, utilization of loan proceeds, property, stage of construction of the property, address & contact details, documents relating to Know Your Customer (KYC) requirements etc. post disbursement of the loan. In the event such documents are not submitted by the borrower within the time period stipulated by Shubham, Shubham shall be entitled, without prejudice to its right to recall the loan or exercise any other remedy available to it, to increase the Interest rate at its sole discretion after notifying the borrower to cover the additional risk arising from maintaining such loan.

(n) Adherence to all conditions as mentioned in the sanction letter and other communication from Shubham received by the Borrower.

3.**Procedure for change in ROI {**linked to Shubham's Prime Lending Rate (PLR)}, / **EMI:** Shubham, may, at its sole discretion (or having regard to the applicable regulations, conditions in money market or in keeping with its internal policies or regulatory requirements or change in PLR of the Company or change in spread/Margin based on the credit risk associated with Borrower including credit history, credit rating, financial profile, security cover provided etc.), revise the Interest Rate and Penal Charges on the Loan after notifying the Borrower. Interest Rate and Penal Charges shall, from the date of such notification, accrue at such revised rate. If Shubham revises the Interest Rate on the Loan prior to the full disbursement of the Loan, it shall have a right to effect, at its sole discretion, such revised rate on the entire or any part of the Loan and the Borrower will be liable to pay such revised amounts. Shubham reserves the right to effect changes in the Interest Rates as mandated by the Reserve Bank of India or National Housing Bank from time to time. In case of change in Interest Rates Shubham may on the basis of option selected by Borrower or at its sole discretion in case Borrower fails to opt any option:

(i) change the tenor of the Loan and EMI would remain constant or

(ii) EMI amount would change and tenor would remain unchanged, or

(iii) Combination of both (i) & (ii)

In the event EMI amount changes, repayment instructions in the form of cheques, Standing Instructions (SI) or NACH/e-NACH (as applicable) shall be revised and the Borrower shall submit new/fresh repayment Instructions to Shubham.

Further, Shubham periodically reviews matrix of applicable rate of interest based on its cost of funds, market conditions and competition. As far as a particular Borrower is concerned, the actual rate of interest is charged based on the aforementioned factors. Thus, in view the above interest rate model and the approach for gradation of risk is adopted by the Company, applicable Rate of

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Interest may be different for different Borrowers.

Not withstanding anything herein contained, in the event of revision of interest rates of floating rate linked loan accounts Shubham shall have the right to review and reschedule the EMIs, tenure or the Loan amount as per the request received from Borrower or as the Shubham may deem fit if no request is received from Borrower. Provided that if as a result of such review / rescheduling, the original tenure of the Loan is required to be extended, the same shall be done only up to such terms as is permitted by Shubham in accordance with its internal policy. In such event(s), the Borrower shall repay the Loan or the outstanding amount thereof as per the revised Schedules as determined by Shubham. Shubham shall inform the Borrower in writing where such alteration or rescheduling involves variation in:

a. The date for payment of EMI or amount thereof; or

b. The amount of interest, principal or EMI; or

c. The variation results in the term of the Loan exceeding the retirement age of the Borrower(s) as applicable

All changes in the Interest Rate and/or Penal Charges and/or Service Charges and/or other applicable fees/charges, etc. shall be advised to the Borrowers and shall be effective only prospectively. Such change shall be displayed on Shubham's website and branches. Any change in the interest rate will be communicated to the customers through letter/SMS or any other means of communication, by whatever name called feasible to Shubham. Provided however that if such change is to the disadvantage of the customer, he/ she may, within 60 days, prepay his/ her loan or switch it to another lender without having to pay any extra charges or interest to Shubham. Without prejudice to the above, Borrower shall upon revision in interest rates have right to switch his floating interest rate loan to the fixed interest rate.

Method of application: In case any amount is paid by the Borrower or any amount is received/ realized/ recovered from the Borrower, then the same shall be adjusted/ appropriated in following order without any prior intimation to the Borrower:

(i) First adjustment will be against principal due [1]

(ii) Second adjustment will be against interest due[2]

Amount received will be adjusted on FIFO basis (first in fist out basis) against fees/ charges and Penal Charges only after all the principal due and interest due are paid off. Same payment hierarchy will be followed on loan account becoming 90 days overdue (NPA) and even thereafter.

[1] In case more than one EMI of Borrower(s) is overdue, then adjustment will be made against the principal portion of EMI which first became overdue and residual amount, if any, shall be adjusted against the interest portion of said EMI. Any residual amount thereafter, if any, shall be adjusted against the principal portion of EMI which next became overdue and so on.

[2] Refer preceding foot note

4. **Recovery of overdues:** The debt collection policy of Shubham is built around dignity and respect to Borrowers. Shubham will not follow policies that are unduly coercive in collection of Dues. The policy is built on courtesy, fair treatment and persuasion. Shubham believes in following fair practices with regard to collection of dues and repossession of security and thereby fostering Borrower confidence and long-term relationship. Shubham's Security Repossession Policy aims at recovery of dues in the event of default and is not aimed at whimsical deprivation of the property. The policy recognizes fairness and transparency in repossession, valuation and realization of security. All the practices adopted by Shubham for follow up and recovery of dues and repossession of security will be in consonance with the law.

In case the Borrower's repayment instrument bounces in a particular month, telephonic/personal follow-ups are done to ask the Borrower to pay. Any Borrower who goes beyond this date and goes more than 30 Days Past Due then moves to the collection list which is tracked separately with defined actions as outlined below:

(a) In case the payment remains, at 30 Days Past Due, Shubham sends a letter to the Borrower for paying the stated amount immediately.

(b) In case the payment remains at 60 Days Past Due, Shubham sends a follow up letter, namely, Notice before Taking Action (NBTA) to the Borrower for paying the stated amount immediately. Through-out this period, the Officers of Shubham will be in regular touch with the Borrower to impress upon him the importance of paying the overdue amounts

(c) In case payments remains at 90 Days Past Due, Shubham sends a Loan Recall Notice (LRN) to the Borrower for paying stated amount immediately.

(d) In case payment remains at more than 90 Days Past Due, Shubham has right to invoke proceedings under The Securitisation and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (SARFAESI Act, 2002) and rules made thereunder, if any, including any statutory modification(s) or re-enactment(s) thereof for the time being in force to recover its dues. It is further clarified that once the payment goes past 90 days due, then the Borrower's account shall be classified as NPA and shall continue to classify as NPA unless all the overdue amount is paid by the Borrower, where Shubham would reserve right to take action against Borrower under SARFAESI Act, 2002.

In addition to the above, Shubham has a right to send communications to such Borrowers, as and when dues as per the Loan

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Agreement executed between Shubham and Borrower.

Further, Shubham has a right to invoke proceedings under Section 138 of Negotiable Instrument Act or any other applicable law to recover its dues.

5. Customer Service

Branch Timings: All branches are open from 9.30 am to 6.30 pm, six days a week, except 2nd Saturday. Sundays of the month are a weekly off for Shubham.

In case of any service related issue, Borrower can contact the Branch in-charge. Any escalations thereafter should be addressed to:

Customer Support Manager

Phone No.:1800-258-2225

Email :customercare@shubham.co

(a) **Loan account statement:** The Loan account statement which shall at the minimum enumerate the principal and interest recovered till date, EMI amount, number of EMIs left and annualized rate of interest/Annual Percentage Rate (APR) for the entire tenor of loan shall be sent, free of cost, at the end of each quarter via electronic mode (includes email/web-link/SMS link at registered mobile number or email ids of Borrower etc) or by hard copy at given corresponding address, as per the feasibility of Shubham. Supply of duplicate statement shall be furnished to the Borrower at his cost.

(b) **Photocopy of the title documents:** The Borrower can apply for a copy of the title documents which he has submitted within 30 days of the disbursal of the loan at the branch which has disbursed the loan. The document will be made available within 30 days of the application or receipt of the document from the relevant registration office.

(c) **Closure process:** The borrower can request for closing his running loan any day before 25th of the running Month, by visiting the same branch which has disbursed his loan and giving written application. The loan will be closed within 15 days of accepting the application and original property papers along with SPDCs (if any) would be handed over within 30 days of loan closure against the written receiving.

6.Grievance Redressal

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If the Borrowers have any complaints or grievances regarding the loan or their interaction with any Shubham employee, Shubham would request the Borrower to make an entry in the complaint register maintained at the Branch and ask the Credit Officer to provide a Complaint Number for the same.

Shubham will try and resolve the complaint within 7 working days of receipt of the same. The resolution of the complaint will be communicated to the Borrower in writing or at the Branch by the Credit Officer.

If the Borrower does not receive any response for the complaint within 7 working days, he can resort to the following redressal mechanism:

The following Customer Grievance Redressal Mechanism shall be followed for all the complaints received.

Level 1- Shubham Branch/Toll Free number/E- mail/Portals

A customer may visit the branch or call 1800-258-2225 to register their complaint. The complaint can also be e-mailed at customercare@shubham.co.

The customer shall be responded to with clarification within a week. The response/ acknowledgement to a customer's complaint shall contain the name and designation of the official who will deal with the grievance. If the complaint is relayed over phone at Company'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.

Level 2- Grievance Redressal Officer

In case the customer does not receive any response within the above timeline of a week or is not satisfied with the response given by the branch, after 7 days the customer can further escalate the complaint/grievance to the Corporate Office, at Gururgam either by way of a letter addressed to Customer Care Officer/Grievance Redressal Officer of Shubham or through email to be sent at:

Grievance Redressal Officer

Ms. Kanika Sharma
E mail-GRO@shubham.co,

Phone No- 0124-6631140

Shubham House, 425,

Udyog Vihar Phase-IV, Gurgaon,

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Level-3 – National Housing Bank

In case customer does not receive response from Shubham within a period of one month or is not satisfied with the resolution provided by Shubham, then he may approach the Complaint Redressal Cell of National Housing Bank by lodging his complaint.

a. in Online mode at the link https://grids.nhbonline.org.in

b. in Offline mode by post, in prescribed format available at link

https://nhb.org.in/citizencharter/Complaint_form.pdf, to

Complaint Redressal Cell,

Department of Regulation & Supervision,

National Housing Bank,

4th Floor, Core 5A, India Habitat Centre, Lodhi Road, New Delhi – 110003

M/S KB BUILDERS

Partner's

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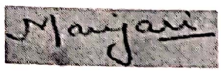
shubham

Acknowledgement

The above terms and conditions have been read by me/us /read over to me/us by Shri/Smt./Kum. _____ of the Company and have been understood and accepted by me/us and a copy of above terms have also been delivered to me/us.



(Signature of the authorized person of Lender)

(Signature or thumb impression of the borrower/s)

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