



Saral Home Finance Limited

(Formerly known as VishwakriyaHousing Finance Limited)

CIN : U74899DL2000PLC104956

117, South Ex. Plaza-II, 209 Masjid Moth,
New Delhi 110049

T+91 11 41004035/36

Most Important Terms and Conditions



Saral Home Finance Limited

(Formerly known as Vishwakriya Housing Finance Limited)
CIN : U74899DL2000PLC104956

117, South Ex. Plaza-II, 209 Masjid Moth,
New Delhi 110049
T+91 11 41004035/36

**Major terms and conditions of the loan agreed to between
Borrowers and Saral Home Finance Limited are as under:**

Sr. No.	Particulars	Details
1.	Loan	
a.	Type of loan facility	
b.	Loan amount sanctioned	
c.	Purpose of the loan	
d.	Interest Type	
e.	Interest chargeable amount	
f.	Installment Type	
g.	Rate of Interest	
h.	Tenure	
2.	Fees and Other charges (applicable GST @ 18% will be levied on these charges)	
a.	Part Payment / Pre-Closure Charges: (applicable for non-individuals / Loan sanction for business purpose / individuals with other than floating rate) - Part Payment / Pre-closure is allowed after 12 months from final loan disbursement date - In case of Part Payment / Pre-closure before 12 months from final loan disbursement date, lock-in period interest will be applicable	<ul style="list-style-type: none"> Floating rate loans given to individuals for other than business purposes, where the applicant is an individual with or without co-applicants: Nil Fixed Rate loan given to Individuals (Pre-closed by own sources) - Nil Home Loans (other than floating rate Home Loans to individuals as specified above): 2% of principal outstanding paid Other Non-Housing loans - LAP/LRD/CP/GPL (other than floating rate loans to individuals as specified above): 4% of principal outstanding paid
b.	Other Charges: Default Penal Interest Rate / Non Conformance with any covenants / stipulated conditions	24% per annum on overdue EMI
c.	Cheque Return Charges/NACH failure charges	Rs.500/- per instance
d.	Accrued Interest	As applicable based on actual delayed status or as communicated by the lender from time to time
e.	CERSAI charges (You may visit the website of CERSAI for all such charges at www.cersai.org.in)	i. When facility amount is equal to Rs. 5 lacs or lesser – Rs. 50 per property + GST ii. When facility amount is greater than Rs. 5 lacs – Rs. 100 per property + GST



Saral Home Finance Limited

(Formerly known as Vishwakriya Housing Finance Limited)

CIN : U74899DL2000PLC104956

117, South Ex. Plaza-II, 209 Masjid Moth,
New Delhi 110049

T+91 11 41004035/36

Sr. No.	Particulars	Details
f.	Pre-closure quote: a. Pre-closure statement charges/LOD b. Original document retrieval charges	a. Rs.500/- per instance b. Rs.500/- per instance
g.	Request for Copies of any collateral held with SHFL	Rs. 1000/- per instance
h.	Duplicate Statement/ Repayment Schedule / any other document held with SHFL request	Rs. 250/- per instance
i.	Charge For Exchanging ECS mandate	Rs. 1000/- per instance
j.	CIBIL report retrieval fee	Rs. 50/- per instance for Consumer and Rs. 500/- for Commercial CIBIL
k.	Loan Re-schedulement (at discretion of SHFL) charges	0.50%
l.	NOC issuance charges	Rs. 500/-
m.	Revision of Fixed rate to floating and vice-versa/revision in loan interest rate/tenure at discretion of SHFL	2% of the loan outstanding
n.	<ul style="list-style-type: none"> • Stamp Duty • Legal and other statutory charges • Insurance Premium • Creation charge with ROC 	As per actual, where applicable
3.	Security for the loan	
a.	Mortgage for the loan (detail of property to be mortgaged as security for the loan)	
b.	Guarantee (name of Guarantors)	
c.	Other Security (Details of other securities, if any)	
4.	Insurance of the Property / Borrowers	
	Detail of requirements and features of the insurance policy to be obtained for the property/borrowers	As per Sanction Letter and Loan Agreement.
5.	Conditions for Disbursement of the loan	
	Conditions for disbursement of the loan or any installment thereof viz., creation of security, submission of approved plans, stages of construction, statutory approvals	As specified in Sanction Letter and Loan Agreement



Saral Home Finance Limited

(Formerly known as Vishwakriya Housing Finance Limited)

CIN : U74899DL2000PLC104956

117, South Ex. Plaza-II, 209 Masjid Moth,
New Delhi 110049

T+91 11 41004035/36

6.	Repayment of the loan & interest	
a.	Amount of EMI as per sanctioned amount	As specified in Sanction Letter and Loan Agreement
b.	Total number of installments (EMI)	
c.	Due Date for payment of PRE EMI	
d.	EMI Due date	
e.	Procedure for advance intimation of the changes in rate of interest/EMI	<ul style="list-style-type: none"> • Mail/letters shall be sent to the customers mailing address intimating change in rate of interest / EMI. • ARR shall also be updated on SHFL website.
7.	Brief procedure to be followed for Recovery of overdues	
		Refer to Annexure "A"
8.	Customer Service	
a.	Visiting Hours at office	9.30 a.m. to 6.00 p.m. Monday to Friday (except on Public Holiday)
b.	Details of person to be contacted for customer service	Officer In charge of the concerned Area Office / Business Centre / Head Customer Service.
c.	Procedure to obtain the following including time line therefore:	
	i. Loan account statement	Within 3 working days after customer's request.
	ii. Photocopy of the title documents	Within 30 days from the date of written request along with requisite fees.
	iii. Return of original documents on closure/transfer of the loan	Within 30 days from the date of receipt of request letter from the Borrower subject to clearance of fund.
9.	Grievance Redressal	
		Part of Fair Practice Code. (Annexure "B")



Saral Home Finance Limited

(Formerly known as Vishwakriya Housing Finance Limited)

CIN : U74899DL2000PLC104956

117, South Ex. Plaza-II, 209 Masjid Moth,
New Delhi 110049

T+91 11 41004035/36

Annexure “A”

Brief procedure to be followed for Recovery of over dues

1. If one or more of the Events of Defaults shall have occurred, then, the Lender, by a written notice to the Borrower may declare the principal and all accrued interest and charges on the Loan which may be payable by the Borrower under or in terms of the Agreement and/or any other agreements, documents subsisting between the Borrower and the Lender, as well as all other charges and dues to be due and upon such declaration the same shall become due and payable forthwith and the security in relation to the Loan and any other loans shall become enforceable, notwithstanding anything to the contrary in the Agreement or any other agreement/s or documents. On occurrence of any of event of default, the Lender shall have right to recall the entire outstanding loan amount with all other charges and interest and the Borrower, Co-borrower, Guarantor will be liable to forthwith repay such loan amount without any demur or protest.
2. If any Event of Default or any event, which, after the notice or lapse of time or both, would constitute an Event of Default shall have happened, the Borrower shall forthwith give to the Lender notice thereof in writing specifying such Event of Default, or such event.
3. In the Event of Default, the Lender shall be entitled to communicate, in manner it may deem fit, to or with any person or persons with a view to receiving assistance of such person or persons in recovering the defaulted amounts including but not limited to visiting the Property and/or place of work of the Borrower.
4. The lender will be entitled to exercise all its rights as specified in the loan agreement and other related documents executed between the Borrower and the Lender.

The recovery process of enforcement of mortgage/securities, including but not limited to, taking possession and sale of the mortgaged property in accordance with the procedure prescribed under the Securitization and Reconstruction of Financial Assets and Enforcement of Security Interest Act, 2002 (SARFAESI Act) or under any other law, is followed purely under the directions laid down under the respective law. Intimations / Reminders/ Notices(s) are given to customer/s prior to initiating appropriate legal steps for recovery of overdues, by the various legal tools like Negotiable Instruments Act, Civil Suit, SARFAESI Act etc.

5

Annexure “B”:

4.6 Grievance Redressal Mechanism

In the present competitive scenario, excellent customer service is an important tool for sustained business growth. Customer complaints are part of the business life in any corporate entity.

At SHFL, customer service and satisfaction are our prime focus. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. SHFL has come up with a lot of initiatives that are oriented towards providing a better customer experience and an efficient complaints redressal mechanism with a view to providing enhanced experience to our customers.



Saral Home Finance Limited

(Formerly known as Vishwakriya Housing Finance Limited)

CIN : U74899DL2000PLC104956

117, South Ex. Plaza-II, 209 Masjid Moth,
New Delhi 110049

T+91 11 41004035/36

In order to make SHFL's redressal mechanism more meaningful and effective, a structured system has been built. This system would ensure that the redressal sought is just and fair and is within the given frame- work of rules and regulation.

4.6.1 Machinery to handle customer complaints/grievances

Customers who wish to provide feedback or send in their complaint if they are not satisfied with the services provided or may want to report any improper misconduct by SHFL or its representative such as DSA/ RP /Collection agents etc. may use the following channels between 9:00 am and 9:00 pm, Monday to Sunday.

- Write to us at the below mentioned address:

Saral Home Finance Ltd.

117, First Floor. Plaza 2 Complex,

Leela Ram Market, Masjid Moth, South Ex Part-II, New Delhi 110049

In case the complaint is not resolved within the given time or if he/she is not satisfied with the solution provided by SHFL, the customer can approach the Complaints Redressal Officer. The name and contact of the Complaint Redressal Officer is as follows:

Mr. Rajeev Rawat

Tel. No.: +91-9873245435 Email Id: info@saraldhan.com

In case the response received through the above channels are not satisfactory, they can write to the Head of our Complaint Redressal Cell at: grievance.housingfinance@adityabirlacapital.com

We assure a response to letters / emails received through this channel within 5 working days. If the complaint/dispute is not redressed within a period of one month, the customer may appeal to the supervisory authority of Housing Finance companies – the National Housing Bank in offline mode by post, in prescribed format available at below link, – at the address given below:

[https://grids.nhbonline.org.in/\(S\(0cixd2l420ampmiuolt4fxz2\)\)/default.aspx](https://grids.nhbonline.org.in/(S(0cixd2l420ampmiuolt4fxz2))/default.aspx)

National Housing Bank Complaint
Redressal Cell Department of Supervision

National Housing HFCs, 4th Floor, Core-5A, India Habitat Centre, Lodhi Road,
New Delhi - 110 003.

Website: www.nhb.org.in (Under the head of Grievance Redressal System there is an option to lodge the complaint in Physical mode and Online mode(GRIDS))/
<https://grids.nhbonline.org.in>

4.6.2 Disclosure

SHFL is authorized to disclose from time to time any information relating to the loan to any credit bureau (Existing or Future) approved by Government of India or any authority as may require from time to time without any notice to the applicant. SHFL is also authorized to make inquiries with the Credit Information Bureau of India (CIBIL) and get the applicants Credit Information Report. The most Important Terms and Conditions mentioned above are an indicative list of terms and conditions of our loan products. These terms and conditions are further described in our loan agreement under relevant sections/schedules and therefore should be read in conjunction with those mentioned in the loan agreement and/or sanction letter.

It is hereby agreed that for detail 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.

The above terms and conditions have been read by the borrower/s / read over to the borrower/s by Shri / Smt. / Km _____ (by our official) of the Company and have been understood by the borrower/s.

(Signature or thumb impression of the Borrower/s)

(Signature of the authorized person of SHFL)

Date:

Place: