

Procedure of Release of Movable / Immovable Property Documents

Roha Housing Finance Private Ltd (hereinafter referred to as “the Company” or “HFC” or “RHFPL” or “Regulated Entity/ RE”) is a Limited Company incorporated under the provisions of the Companies Act, 2013 and regulated under the provisions of Companies Act, 2013 and is registered as a Housing Finance Company (“HFC”) with the National Housing Bank (“NHB”). The Reserve Bank of India (RBI) has issued a significant directive (RBI/2023-24/60 DoR.MCS.REC.38/01.01.001/2023-24) addressing responsible lending conduct among financial institutions including NBFCs/HFCs. This directive pertains to the release of immovable property documents upon the full repayment or settlement of Personal Loans. The Company through this policy aims to streamline its practices as per the said RBI guidelines and prevent customer grievances related to the release of such documents.

RHFPL shall release all the original movable / immovable property documents and remove charges registered with any registry within a period of 30 days after full repayment/ settlement of the loan account. The timeline and place of return of original movable/ immovable property documents shall be mentioned in the loan sanction letters issued on or after the effective date.

Release of charges may include but shall not be limited to the following:

Procedure for return of original movable / immovable property documents in contingent event of demise of Sole borrower or joint borrowers

- I. In case of contingent event of demise of the **sole borrower or all borrowers**, RHFPL shall return original immovable property documents to the legal heirs in the following manner.

Person/s claiming original documents need to produce documentary evidence issued by competent authority as per the legal requirements.

1. Copy of any one of the following documents to be provided to RHFPL*
 - ✓ Legal Heir Certificate
 - ✓ Surviving member certificate
 - ✓ Will with probate /Letter of administration
 - ✓ Revenue mutation order issued by Executive magistrate / Sub divisional magistrate about property
 2. Original Death Certificate/s of deceased borrower/s
 3. Self-attested KYC documents with Photograph and signature proof of the claimant*
- II. In case of contingent event of demise of the one or more than one borrowers but not all the borrower/s, RHFPL will return original immovable property documents

or document of other security, if taken, jointly to all the surviving borrower/s on producing

1. Original death certificate of deceased borrower/s
2. Self-attested KYC documents with Photograph and signature proof of the claimant*

*Original of such document must be produced for verification.

Note: Any dues relating to the account have to be paid by the such legal heirs to close the account before any original document is handed over to them

Compensation for delay in release of Movable / Immovable Property Documents

- In case of delay in releasing of original movable / immovable property documents or failing to file charge satisfaction form with relevant registry beyond 30 days after full repayment/ settlement of loan, RHFPL shall communicate to the borrower reasons for such delay. In case where the delay is attributable to RHFPL, it shall compensate the borrower at the rate of ₹5,000/- for each day of delay.
- In case of loss/damage to original movable / immovable property documents, either in part or in full, RHFPL shall assist the borrower in obtaining duplicate/certified copies of the movable / immovable property documents and shall bear the associated costs, in addition to paying compensation as indicated above. However, in such cases, an additional time of 30 days will be available to RHFPL to complete this procedure and the delayed period penalty will be calculated thereafter (i.e., after a total period of 60 days).
- The compensation provided under these directions shall be without prejudice to the rights of a borrower to get any other compensation as per any applicable law.