

To,  
**Ms. Rakesh Singh**  
**Managing Director and CEO,**  
**Aditya Birla Finance Limited**

C.C. To:  
Mr. Ankur Shah  
Nodal Officer, Aditya Birla Finance  
Grievance Redressal Team, Aditya Birla Finance  
Customer Care, Aditya Birla Finance

**Subject: Grievance lodged with respect to illegal Recovery of Rs. 75,546/- as EMI without loan disbursement of Loan applied and other charges collected with interest, as well as unethical behaviour of branch official in processing of loan and thereafter. Even No response being given for refund of amount recovered illegally**

Loan Details: Commercial Loan account ref no. DEDELCP-01210116623 dtd 20.02.2021 of Rs. 12,50,000/-, Loan sanctioned but no disbursement made and EMI collected with interest.  
Branch: Noida Sector 3,

Dear Sir,

This has reference to above, whereas I had lodged my compliant through email dated 5<sup>th</sup> September 2021 against the illegal recovery of EMI of the loan which was not disbursed to me as well as the loan interested collected from my account, which was given for processing and sanction of loan. After facing very embarrassing situation and painful exposure from Aditya Birla in availing loan facility to purchase shop and thereafter unethical services as well arrogant behavior of Aditya Birla Capital Noida, Sector 3 Branch Official, on request made for sanction and disbursement of commercial loan against purchase of my shop, I am enforced and compelled to submit my grievances and complaints before appropriate authority to look after and do the proper redressal of my complaints as without availing disbursement of my loan, EMI for 2 months from my accounts has been recovered and collected from my account.

It is really painful to say that the said bank has not made the fund available to me making loan disbursement against loan sanctioned causing me to have embarrassing situation with the seller/builder of my property, that caused me to pay additional cost to my builder. Also due to delayed payment and registration of my property, I lost my opportunity to run my shop as well to earn profit. However, despite of proper support, the Bank has recovered the 2 months EMI including other charges stating as loan processing and stamp duty making it Rs. Rs. 75,546/- from my accounts without any disbursement of my commercial loan, which was sanctioned to me.

I had applied for commercial loan vide application no. DLDELCP-01210116623 dated 22 January, 2021 for an amount of Rs. 12,50,000/-. I had made application with Aditya Birla Capital Branch -D17, Sector-3, Noida, Uttar Pradesh, India. The relationship for my loan account, who

were to coordinate with me: Mr. Mithilesh Kumar (mobile no. 9312490101) and Mr. Pradeep Gaur (mobile no. 9716400427).

The said loan was sanctioned to my, as per information received on 1<sup>st</sup> April, 2021 but as far as disbursement is concerned, I have not been informed about the disbursement. Only I was informed that the Demand Draft was prepared but no proof of the demand draft was issued to me so that I could have word with my seller to accept and do necessary for registry of my property.

I had been waited for 3 months to receive the said demand draft, which was issued as per Pradeep but not handed over either to me or my builder as when I asked about Demand Draft which Mr. Pradeep informed me that has been issued but on asking, he assured to get it re-printed. I was surprised to know that if it was issued then why reprinting to be done. Still I advised him to get the DD Printed as I was under compelling condition from my builder to pay the amount within time limit to get my shop registered. Suddenly, I received information from Head office of Aditya Birla who informed me that my loan account has been cancelled. I was really under huge pain to know about the cancellation of my loan as I had already promised my builder to pay for the shop, only based on loan sanctioned, which was cancelled without prior intimation to me, especially, where I have already paid approx. Rs. 75,546/- without getting any loan amount credited to my account of my builder account.

I was under immense pressure to arrange fund to pay for purchase and arrange the entire amount to get my shop registered in my name so that I can start my shop there at least earlier.

But, due to unexpected working and the unethical behaviour, where I had already paid approx. Rs. 75,546/- but on 26<sup>th</sup> June, 2021, I was informed that my DD is cancelled. I was really surprised that I had no proof of DD issued, how it was done and why it was done by Aditya Birla, without intimating me about the cancellation as below doing so.

I have paid Total Rs. 75,546/- towards arranging commercial loan from Birla, where one of executive Mr. Pradeep also took Rs. 10000/- in cash saying as processing charges required. The details of the payment made is as below:

21.01.2021 – Rs. 3,540/-

20.02.2021 – Rs 20,088/-

12.04.2021 – Rs. 4,281/-

10.05.2021 – Rs. 15,407/-

10.06.2021 – Rs. 15,407/-

27.06.2021- Rs. 6,823/-

Cash paid to Pradeep – Rs. 10,000/-, who collected for processing of loan

**Total : Rs. 75,546/-**

To avail said commercial loan, me and my wife had number of visits to the branch allocated and really got frustrated to have the exposure of Aditya Birla that no one can imagine to have, especially in such a Covid situation, where the to do for earning, is a really challenge for any entrepreneur. Being a good banker, despite of helping any entrepreneur in doing or starting new business, the bank has exploited me by way of charging huge money in terms of processing fee as

well as other charges and recovered EMI without disbursing loan to me, causing my fund blocked without availment of loan sanctioned. You cannot imagine, what pressure and mental agony, we both have passed through, due to this entire activity of Aditya Birla and its officers, which is not the good governances and best practices to be adopted by the bank in accordance with the guideline issued by RBI and other regulatory authority.

I am not asking and expecting anything for what mental agony I had during the said period but yes, expect from yourself that my entire money, which was recovered by Aditya Birla Bank be refunded to me along with the interest for the period on the amount, for which, I was not the defaulter as the loan was cancelled without disbursement and especially such huge charges and EMI Was recovered from my saving accounts causing me to face fund crunchy position especially when I had to pay to my builder for the amount of my shop for ensuring the registry of my shop in time.

**I therefore, request your good self to instruct your branch to refund my amount of Rs. 75,546/-, which was recovered from my account saying for loan processing and EMI charges along with interest and advise the confirmation within 14 days, otherwise I would be compelled to lodge my complaints with Reserve Bank of India as well as PMO for proper redressal, if no redressal is made and my amount is not refunded which was collected from my account.**

**With this, I have liberty to take legal recourse, if compelled to take, at the cost of Aditya Birla for its default in redressing my complaints.**

Pls acknowledge the same and advise your confirmation/reply against my grievances.

Thanking you,

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Uttar Pardesh

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