CHAPTER-5

PROFILE OF THE COMPANIES
(Non Banking Housing Financial Companies in India)
CHAPTER-5
PROFILE OF THE COMPANIES
(Non Banking Housing Financial Companies in India)

DHFL is Indian second largest private housing finance company. DHFL, was established by Late Shri Rajesh Kumar Wadhawan (16th April, 1949-30th September, 2000), a visionary Indian businessman. The Founder Chairman observed the sad truth that most Indians couldn’t get a housing loan on fair terms. He believed that owning a home is a critical element to the building of an identity for every Indian. He thus set out on a mission to manage this social need. On April 11, 1984, DHFL was established to enable access to affordable housing finance to the lower and middle income groups in semi-urban and rural parts of India. DHFL is the second housing finance Company to be established in the country, however, with a unique mission, which is today benchmark as a model of financial inclusion in the Indian financial services sector.

While most experts lauded Shri Rajesh Kumar Wadhawan’s altruism, they posed pragmatic apprehensions on the possibility of this Vision becoming a reality. However, that did not influence the visionary’s
mission. DHFL disbursed funds from its own equity contribution and had a return of less than 8% at a time when interest rates were about 18%. But, what DHFL ascertained was the difference between those who see things as they are and the visionaries who see things as they can be.

**DHFL Changing Rules, Changing Lives**

Over 30 years have passed since the Company’s inception and today DHFL stands strong as one of India’s largest housing finance companies (and the second largest in the private sector). Today, led by Mr. Kapil Wadhawan, the Company is still living the Founder’s Dream and enabling access to home ownership. It is profitably doing what its Founder intended it to do.

DHFL takes pride in its purpose-driven team of enthusiastic people who are willing to carry on the Founder’s vision and transform the housing sector in India by providing affordable housing finance.

The Company has encouraged hundreds of thousands of people to make that upward journey by simplifying financial access and providing them with the privilege of home loan products, insurance services and unique fixed deposit schemes tailor made to suit their needs.

Based in India’s commercial capital Mumbai, DHFL strives continually to reach out to its customers through its extensive network
of 365 offices spread across the length and breadth of the country, and international representative offices, in Dubai, UAE and London, UK. DHFL also has tie-ups with leading public and private sector banks namely Punjab & Sind Bank, United Bank of India, Central Bank of India and YES bank to provide home loans to customers through a home loan syndication agreement. DHFL has also set up representative offices in London and Dubai to serve the ever increasing NRI population in these regions. It has also tied up with UAE. Exchange to offer its home loan products through the various UAE Exchange centers in the GEC countries.

**DHFL has been assigned a rating ‘CARE AAA (Triple A)’ by CARE and ‘AAA’ by Brickworks for various secured long term debt instruments and CRISIL have assigned ‘CRISIL A1+’ rating for short term debt.**

**Being Human.**

**Insights that help us and our consumers win**

The Founder Chairman had a unique and timeless insight into the character of the majority of Indians who are generally dismissed as high credit risk. They respond unequivocally to trust. They have a very emotional relationship with the idea of their ‘own home.’ To them it isn’t an investment; it is a sanctuary, a symbol of who they are and a safe haven for their loved ones. They will not do anything to jeopardize this symbol of
security. This insight was the prime motivation behind DHFL’s business philosophy.

**Customer Focused Product Innovation**

DHFL is renowned for its customer-driven approach to doing business. In doing so it has continually endeavoured to innovate and reach out to a vast majority of the low & middle income group customers. The Company has been continuously introducing new products and variants to suit the needs of these customers. As a value-added product option to housing finance, the Company provides double protection to insure the life and property of customers. (Terms & conditions apply). DHFL in association with leading financial Insurers in India offers unique home loan linked insurance plans which could be customized to suit customer requirements. Such plans provide security to the family of the borrower in the unfortunate event of the death of the borrower.

**Customer-Focused Credit Policies**

Our credit policies are enablers to affordable housing finance. The policies have been designed keeping in mind that customers in the LMI category experience are hesitant to approach a normal bank for housing finance. Our policies work around the regular framework of credit policies and go a few steps further by assessing the customer’s willingness to repay
and helping them at every stage of their financial awareness and inclusion journey.

Today, DHFL is the first name that comes to mind for the deserving when they think home loans. They see us as a housing finance Company that has transparent business practices. Since none of our business processes are outsourced, we are able to deliver consistent service and manage customer needs effectively. This has led to long-term and fruitful relationships with customers – relationships we cherish.

VISION & VALUES

VISION
• To transform the lives of Indian households by enabling access to home ownership.

MISSION
• Be easily accessible to every Indian who desires to own a home
• Understand our customers’ inner needs and speak their language
• Go to any length to make sure our customers don’t feel intimidated
• Continuously configure our credit policy to make sure the maximum number of people can be eligible for loans
• Find ways to help our customers tide over difficult times
• Spread our network to every corner of India
• Respond promptly and courteously to all enquiries
VALUES

• Treat all customers with dignity and respect
• Be totally transparent in all dealings
• Strive to be a learning organization
• Commitment to team excellence and employee happiness
• Be single mindedly committed to the betterment of society

MANAGEMENT TEAM

Leading a company, such as DHFL requires leaders with special insights to understand and balance the ever-growing needs of our customers with the unrelenting demand for corporate performance.

Mr. Kapil Wadhawan, Chairman & Managing Director

DHFL is led by Mr. Kapil Wadhawan, Chairman and Managing Director. An MBA (Finance) from Edith Cowan University, Perth Australia, he is ably supported by a team of more than 1318 professionals who are highly motivated, self driven and committed to providing the highest quality of service to the Company’s customers.

The move from Executive Director on the board of DHFL to Chairman & Managing Director in October 2000 was as well-deserved as it was challenging for Mr. Kapil Wadhawan. From innovative steps to make DHFL a world class financial services Company, to being widely
recognized as an industry expert, from a dynamic leader to a quick-decision maker, he is a man eagerly sought by policy makers and business leaders alike, on matters relating to the financial services sector. Mr. Wadhawan contributes immensely to philanthropy and the weaker sections of the society.

**Mr. Deo Shankar Tripathi, President & Chief Operating Officer**

Mr. Deo Shankar Tripathi is President and Chief Operating Officer of DHFL. He is also a Management Committee (MC) member of the Company.

Mr. Tripathi brings to DHFL over 36 years of commercial banking experience. He joined the Union Bank of India in 1977 as Probationary Officer and held diverse positions, managing varied portfolios before being elevated to the level of Top Executive Grade. He holds the distinction of heading premier zones of the Bank, namely Mumbai and New Delhi. His wealth of experience spans several locations across Uttar Pradesh as well.

On functional expertise, Mr. Tripathi has managed varied roles covering Corporate Finance & Credit Management, Retail Banking, NPA Management, Rural Banking, Resources Mobilisation, Customer Relationship Management, Branch Network Expansion and HR Management.
A post graduate in Chemistry from Lucknow and a certified Associate of Institute of Bankers, he has attended various management leadership and other training programmes in leading institutions across India and overseas. He is a prolific Guest Speaker, and has spent valuable time coaching young minds on management expertise.

**Board of Directors**

DHFL is driven by qualified and motivated professionals, committed to providing efficient and cost-effective financial services to our customers. They endeavor to make DHFL the finest organization to work for and to do business with, every time.

<table>
<thead>
<tr>
<th>Board of Directors</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr. Kapil Wadhawan</td>
<td>Chairman &amp; Managing Director</td>
</tr>
<tr>
<td>Mr. Dheeraj Wadhawan</td>
<td>Non-Executive Director</td>
</tr>
<tr>
<td>Mr. G. P. Kohli</td>
<td>Non-Executive Independent Director</td>
</tr>
<tr>
<td>Mr. V. K. Chopra</td>
<td>Non-Executive Independent Director</td>
</tr>
<tr>
<td>Mr. M. Venugopalan</td>
<td>Non-Executive Independent Director</td>
</tr>
<tr>
<td>Ms. Vijaya Sampath</td>
<td>Additional Director (Non-Executive Director)</td>
</tr>
</tbody>
</table>

Mr. Ajay Vazirani, Independent Director of the Company has resigned from the Board of Directors of the Company with effect from 31st October, 2014 and the Board of Directors of the Company by way of passing a circular resolution has accepted his resignation.

And Caledonia Investments Plc. had withdrawn the nomination of Mr. Kaikhushru Vicaji Taraporevala, (being a Nominee Director) from the Directorship of the Company with effect from 22nd November, 2014. The
Board of Directors, through resolution by circulation as per the provisions of Section 175 of Companies Act, 2013 and rules made there under have considered and accepted the withdrawal of nomination of Mr. Kaikhushru Vicaji Taraporevala from the Directorship of the Company, with effect from 22nd November, 2014.

**CSR POLICY of DHFL (Corporate Social Responsibility Policy)**

DHFL’s Corporate Social Responsibility Policy formulated in October, 2012 has been revised to align with the newly introduced provisions for Corporate Social Responsibility under Section 135 of the Companies Act, 2013 read with Companies (Corporate Social Responsibility Policy) Rules, 2014 and Schedule VII of the Companies Act, 2013. The new Corporate Social Responsibility Policy of DHFL has been approved by the Company’s Board of Directors at its meeting held on 30th April, 2014.

DHFL’s Corporate Social Responsibility Committee comprises of,

- Mr. G. P. Kohli, Chairman (Non-Executive Independent Director)
- Mr. V. K. Chopra, Member (Non- Executive Independent Director)
- Mr. Kapil Wadhawan, Member (Executive Director)

In line with the provisions of Section 135 of the Companies Act, 2013, DHFL envisages to spend 11.65 crores (Rupees Eleven Crore and Sixty Five Lakh) towards Corporate Social Responsibility initiatives during
the F.Y. 2014-15. (The aforementioned amount is two percent of the average net profits made by DHFL during the three immediately preceding financial years of the Company.) DHFL shall seek to identify suitable programs / projects / activities as enumerated under Schedule VII of Companies Act, 2013, during the year to ensure its contribution to the community and society at large.

**CSR INITIATIVES 2013-14.**

DHFL once again associated with the Standard Chartered Mumbai Marathon on 19th January 2014. 30 DHFLites successfully completed the marathon to support the children of Mumbai Mobile Creches.

**Joy of Giving**

DHFL has been associated with the Mumbai Mobile Creches (MMC) and DHFLites from the Corporate Office & Mumbai Zone have demonstrated their willingness to make a positive difference to these under privileged children of construction workers. DHFLites donated stationery, toys and clothes for children of MMC aged 0-14 years and truly experienced the Joy of Giving!

**Volunteering**

As a part of DHFL’s endeavour to instill the feeling of giving back to the society, the Company launched an initiative to allow employees to
take time out from their work schedule and volunteer at the Mumbai Mobile Creches. DHFLites enjoyed spending time with children, teaching them good habits, narrating stories and singing to glory. DHFL 2014 Calendar is recognition of the talent of the MMC children. It features drawings & paintings from the children.

**The Truly relishing Deewali meal**

DHFL celebrated Diwali differently. DHFLites in Delhi organised a lunch with 20 kids aged around 3-11 years along with the staff members of Welfare Home Children (NGO) located at Sarita Vihar, New Delhi. DHFLites also donated clothes and grocery items to help and support these children.

**Blood Donation**

On August 15th when the nation came together to commemorate India’s Independence Day, DHFLites chose to commit to saving lives by way of a blood donation camp. DHFLites in Chandigarh also organized a Blood Donation Camp on 1st November, 2013 to celebrate the festive season with a difference.

**Mumbai Mobile Creches**

Mumbai Mobile Creches has existed since 1972 and is the only NGO which provides service to children living on construction sites,
providing them with education, healthcare and nutrition as well as a safe place to be while their parents work. Mumbai Mobile Creches’ vision is for all children on construction sites to be safe, healthy and educated. There are currently 25 centers across Mumbai and Thane and we reach 6500 children a year. But many more children need to be reached.

**Mumbai Marathon 2012**

DHFL in its association with Mumbai Mobile Crèches will be running this year’s Mumbai Marathon 2012 to be held on 15th January, 2012. 50 of our employees will participate in the Dream Run to show our support for this cause.

**Balakalakaar – 2011**

Balakalakaar, an AIESEC initiative was started in 2009, with the objective of discovering hidden talents in underprivileged children, in the fields of art, craft, theatre, music and dance. Children that showed promises in a particular field were then encouraged to further hone their talent and skill through vocational courses, thus giving them an opportunity for a better future. Balakalakaar 2011 provided DHFL a unique opportunity to participate. The decision to become the title sponsor was motivated in large measure, by the very vision and philosophy of the company laid down 27 years ago. Just as DHFL changed the rules of the game by providing financial access for housing to a large section of under privileged and
marginalized people, in the case of Balakalakaar, the endeavour was to impact the social landscape, by providing opportunities to children who belonged to the poorest of poor in society, thus helping change their lives. Balakalakaar 2011 saw a 1000 children from 10 BMC schools participate in a month long programme involving a series of workshops. Based on their performance, 100 children were shortlisted to showcase their talents at the DHFL Balakalakaar Grand Finale 2011 event held on December 10. Our Chairman & Managing Director, Mr. Kapil Wadhawan was the presiding guest of honour at the function, along with other dignitaries. In his warm and heartfelt address to those present including children, teachers, parents and AIESEC youth volunteers, he said, “I am really happy that DHFL has partnered AIESEC in the Balakalakaar project, a unique initiative that is bound to reap rich rewards for all the children who are part of it. AIESEC with its strong army of youth volunteers is really doing a fine job, organizing all the workshops for children – the future of this country. I’m proud that DHFL is contributing in some small measure to society and I’m sure our association with AIESEC and the Balakalakaar project will help change the lives of many, many children and their families.

**Blood Donation at DHFL**

Giving blood is a powerful way to honor the birth of our nation. To commemorate our heroes on the Independence Day, we organized a blood
donation drive in association with the Red Cross Society of India on the 12th of August, 2011. 53 units of blood were collected through this drive.

**Loans to Economically weaker sections**

Loans to the Economically Weaker Section (EWS) of society: Mr. Kapil Wadhawan, DHFL’s Chairman & Managing Director and Dr. Robert Meryll of Asian Development Bank (ADB) handed over keys to 100 families in Cochin. States like Andhra Pradesh and Karnataka are also being offered these loans. Loans were provided in co-ordination with Nagpur Improvement Trust to over 4000 residents in Nagpur.

**A Heart for Everyone**

- Rajesh Kumar Wadhawan foundation: To commemorate the birth anniversary of the Late CMD Shri. Rajesh Kumar Wadhawan, DHFL conducted a nationwide Blood Donation Drive in collaboration with the Red Cross in 25 cities. The Foundation has also committed itself to facilitating education for underprivileged children.

- Employee Commitment to Relief: In the unfortunate event of gigantic disasters, like the Bhuj earthquake, each employee of DHFL contributes a day’s salary totally voluntarily to help in the relief.
• **Senior Citizen Schemes:** We have exclusive fixed deposit schemes with additional interest to help senior citizens and armed forces personnel.

### Joint Initiatives with Concern India

• **DHFL** was associated with Concern India Foundation & through its association it has promoted programs like:

• **Aarambh**

• **An integrated approach to community work forms the basis of this organization in the slums of Turbhe, Navi Mumbai.** The program provides children, women and youth with education, health facilities and skills training programs.

• **Each One Teach One**

• **Underprivileged students tend to drop out of school as they are not able to cope with academics. This program addresses this need of students in two schools in rural Palghar, thus preventing drop-outs.**

• **Paramshantidham Vriddhashram**

    The program, based in the semi-rural area of Navi Mumbai, is a home for the poor and destitute aged. It provides for their social, medical, psychological, recreational and spiritual needs.
AWARDS & RECOGNITION

Our greatest reward at DHFL is the assured smile of our customer. Yet, every now and then, recognition by prestigious institutions makes us smile as well.

<table>
<thead>
<tr>
<th>Awards</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>DHFL ranks 45th in the Business World’s India’s 50 Biggest Financial Companies</td>
<td>2014-2015</td>
</tr>
<tr>
<td>DHFL received NHB’s Certificate of Appreciation for its commitment and support in making the regulator’s Energy Efficient Homes Program a success</td>
<td>2014-2015</td>
</tr>
<tr>
<td>DHFL Ranks 218th in the ET 500 Listing</td>
<td>2013-2014</td>
</tr>
<tr>
<td>Mr Kapil Wadhawan, CMD, DHFL is one of Business Today’s Top 100 CEOs</td>
<td>2013-2014</td>
</tr>
<tr>
<td>Mr. Kapil Wadhawan is among India’s Most Valuable CEOs – Ranks 13th in the Business World CEO Listing</td>
<td>2013-2014</td>
</tr>
<tr>
<td>DHFL honoured with the Excellence in Innovative Marketing Award at MCHI – MMR &amp; BKC Expo</td>
<td>2013-2014</td>
</tr>
<tr>
<td>DHFL’s CEO was presented with the Udyog Rattan Award</td>
<td>2013-2014</td>
</tr>
<tr>
<td>DHFL conferred the BEST EMPLOYER BRAND AWARD at IPE BFSI Awards</td>
<td>2013-2014</td>
</tr>
</tbody>
</table>
## Archives

<table>
<thead>
<tr>
<th>Awards</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Greatest Corporate Leaders of India – Leadership Awards in Financial Services</td>
<td>2012-2013</td>
</tr>
<tr>
<td>DHFL is among Most Trusted Financial Brands in India – Brand Trust Report</td>
<td>2012-2013</td>
</tr>
<tr>
<td>DHFL’s Marketing Head Wins – Super Achievers Award, at 11th Indira Super Achievers Awards for Professional Excellence</td>
<td>2012-2013</td>
</tr>
<tr>
<td>DHFL’s Group Head, Human Resources wins HR Warrior Awards – Making a Difference 2012</td>
<td>2012-2013</td>
</tr>
<tr>
<td>DHFL wins Marketer of the Year – Realty Plus Excellence Awards of the Year – 2012</td>
<td>2012-2013</td>
</tr>
<tr>
<td>DHFL wins Greentech HR Excellence Award – 2012 for Best Strategy (Gold Award)</td>
<td>2011-2012</td>
</tr>
<tr>
<td>DHFL among India’s 50 Biggest Financial Companies in India</td>
<td>2011-2012</td>
</tr>
<tr>
<td>DHFL becomes life time corporate member of with The Indian Insitution of Valuers (India)</td>
<td>2010-2011</td>
</tr>
<tr>
<td>2nd Asia’s Best Employer Brand Award for Excellence in HR through Technology</td>
<td>2010-2011</td>
</tr>
<tr>
<td>DHFL is ranked as Power Brand 2010-11 amongst the top 200 brands in India by M/S Planman Marcom</td>
<td>2010-2011</td>
</tr>
<tr>
<td>DHFL has been chosen as The Newsmaker of the year by a leading real estate publication realty Plus</td>
<td>2010-2011</td>
</tr>
<tr>
<td>DHFL’s HR team win Global Greentech Award for Technology Excellence in HR</td>
<td>2010</td>
</tr>
<tr>
<td>Mr Kapil Wadhawan wins <strong>UDHAN Award for the Year 2010</strong> – by Navbharat Times</td>
<td>2010</td>
</tr>
<tr>
<td>India’s Top 100 Best Companies to work for – Great Place To Work Institute, India in Association with Economic Times</td>
<td>2010</td>
</tr>
<tr>
<td>Award Description</td>
<td>Year</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Silver CIO Award ’08 by CIOL Dataquest Enterprise Connect Awards</td>
<td>2008</td>
</tr>
<tr>
<td>Excellence in Design among HFI’s at Property Expo October ’07 by (Maharashtra Chamber of Housing Industry)</td>
<td>2007</td>
</tr>
<tr>
<td>Excellence in Design among HFI’s at Property Expo April ’07 by (Maharashtra Chamber of Housing Industry)</td>
<td>2007</td>
</tr>
<tr>
<td>SRS Real Estate &amp; Infrastructure Award for National Excellence (Real Estate Watch Monthly)</td>
<td>2007</td>
</tr>
<tr>
<td>Award of Appreciation (Maharashtra Chamber Of Housing Industry)</td>
<td>2007</td>
</tr>
<tr>
<td>Best Customer Service HFI’s Property (5th Housing And Real Estate Exhibition)</td>
<td>2004</td>
</tr>
<tr>
<td>Project Crayons corporate social responsibility Award</td>
<td>2004</td>
</tr>
<tr>
<td>Housing Company of the Year</td>
<td>2002</td>
</tr>
<tr>
<td>Young Achiever Awards (Accommodation Times)</td>
<td>2002</td>
</tr>
<tr>
<td>Rashtra Nirman Ratna Awards</td>
<td>2002</td>
</tr>
<tr>
<td>Udyog excellence Awards 1995</td>
<td>1995</td>
</tr>
<tr>
<td>Housing Company of the Year</td>
<td>1992</td>
</tr>
<tr>
<td>Udyog Gaurav Awards</td>
<td>1991</td>
</tr>
</tbody>
</table>
GIC HOUSING FINANCE LTD.

Housing is the one of the basic needs for every human being, with Food, Clothing and Education being the other three. Housing is an important component and a measure of socio-economic status of the people. It is regarded as a critical sector in terms of policy initiatives and interventions. The relevance of housing as a social need has been long recognized, and this has influenced the innovations and inventions made by mankind, since the Stone Ages.

Housing being the one of the essential needs of mankind, the demand for shelter grows in line with the increase in population and the standard of living, hence the need of financing the purchasing of a House came up. The importance of the housing sector can be judged by the fact that we consider house as the best investment and want to invest our hard earned money or saving in a house. The need for Finance to purchase a house brought out specialized Housing Finance Institutions. The Housing Finance Companies (HFCs) as they are called today, have stepped up their lending over the years contributing to the growth of the housing sector.
Their strength lies in their skills in lending exclusively for housing sector. Such is the background of GIC Housing Finance Ltd (GICHFL).

GIC Housing Finance Limited, was incorporated as ‘GIC Grih Vitta Limited’ on 12th December 1989. The name was changed to its present name vide a fresh Certificate of Incorporation issued on 16th November 1993. The Company was formed with the objective of entering in the field of direct lending to individuals and other corporate to accelerate the housing activities in India. The primary business of GICHFL is granting housing loans to individuals and to persons/entities engaged in construction of houses/flats for residential purposes. The Company carried a vision for the future of Housing in India. And it is always believed at GICHFL that its success and growth depends on its principles which are

- To be a prominent Corporate Citizen in promoting housing activities through customer friendly finance schemes with in a service oriented atmosphere.
- To consolidate and grow in a competitive environment reflecting the ethical standard of a good corporate citizen.
- To create Wealth and Reward Share holders

The Company was promoted by General Insurance Corporation of India and its erstwhile subsidiaries namely, National Insurance Company Limited, The New India Assurance Company Limited, The Oriental
Insurance Company Limited and United India Insurance Company Limited together with UTI, ICICI, IFCI, HDFC and SBI, all of them contributing to the initial share capital.

GICHFL has presence in 53 branches across the country for business. It has got a strong marketing team, which is further assisted by Sales Associates (SAs). It has tie-ups with builders to provide finance to individual borrowers. It also has tie-ups with corporate for various housing finance needs.

**Major Events in the Company’s history**

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1989</td>
<td>Company was incorporated with the name “GIC Grih Vitta Limited”.</td>
</tr>
<tr>
<td>1989-91</td>
<td>The Company started its operations from 8 locations.</td>
</tr>
<tr>
<td>1991-92</td>
<td>The Company launched Employee and Builder Scheme Housing Scheme.</td>
</tr>
<tr>
<td>1992-93</td>
<td>Company’s name changed to “GIC Housing Finance Limited”. Apna Ghar Yojana was introduced by the Company.</td>
</tr>
<tr>
<td>1993-94</td>
<td>The Company made a rights issue of 1:1; the capital crossed the Rs. 10 crores mark.</td>
</tr>
<tr>
<td>1994-95</td>
<td>The company made its maiden IPO and mobilized additional capital of Rs. 40 crores.</td>
</tr>
<tr>
<td>1996-97</td>
<td>The Company started the process of computerization.</td>
</tr>
<tr>
<td>2003-04</td>
<td>The Company recorded an above industry growth rate of over 40% in loan approvals, disbursements and profitability. As a</td>
</tr>
</tbody>
</table>
result the Company has crossed Rs. 500 crores annual business in individual housing loan and the total portfolio has crossed Rs. 1000 crores.

<table>
<thead>
<tr>
<th>Year</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004-05</td>
<td>The company recorded an above industry growth rate of over 40% in loan approvals, disbursements and profitability. Rights Issue of 89, 75,561 Equity Shares at Rs. 16 in the ratio of 1 equity share for every 2 shares held. Paid-up capital grew to Rs. 26.93 crores.</td>
</tr>
<tr>
<td>2005-06</td>
<td>Focus on consolidation of NPA and profitability.</td>
</tr>
<tr>
<td>2006-07</td>
<td><strong>Rights Issue</strong> - Equity shares numbering 2,69,25,533 of the face value of Rs.10/- each for cash at a premium of Rs.30 per share, aggregating to Rs.107,70,21,320 were issued on rights basis to the Equity Shareholders of the Company in the ratio of 1 Equity Share for every 1 Equity Share and was allotted on 19th May, 2006. Post Rights Issue, the share capital of the Company has increased by Rs.26.93 cores and share premium by Rs.80.78 crores. The paid up capital stands at Rs.53.86 crores as on 31st March, 2007.Dividend declared percentage for the year increased to 30% as against 15% for the previous year. During the year the Company opens its branch at Virar, western suburb of Mumbai, Maharashtra.</td>
</tr>
<tr>
<td>2007-08</td>
<td>Individual Loan portfolio crossed Rs.2000 crores during the year and stands at Rs.2427.35 crores as on 31st March, 2008.</td>
</tr>
<tr>
<td>2008-09</td>
<td>Individual loan portfolio crossed Rs. 2500 crores during the year and stands at Rs.2682 crores as at 31st March, 2009.</td>
</tr>
<tr>
<td>2009-10</td>
<td>During the year the Company opens its first branch in Gujarat at Vadodara and expands its network in Maharashtra by opening branches at Nagpur and Nashik.Introduced optional Group Life Insurance cover to the eligible borrowers covering to the extent of outstanding loan amount with a tie up with a Life Insurance Company.</td>
</tr>
<tr>
<td>2010-11</td>
<td>Individual loans approved during the year crossed Rs.1000 crores. Individual Loans approved during the year are Rs.1069 crores. Individual loan portfolio crossed Rs.3000 crores and stands at Rs.3406 crores as at 31st March,</td>
</tr>
<tr>
<td>Year</td>
<td>Event Description</td>
</tr>
<tr>
<td>-----------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>2011</td>
<td>Dividend declared at 55% inclusive of onetime special dividend of 10%. Opened second branch in Rajasthan at Jodhpur and second branch in West Bengal at Durgapur and expands further in Maharashtra by opening a branch at Kholapur.</td>
</tr>
<tr>
<td>2011-12</td>
<td>Individual Loans disbursed during the year crossed Rs. 1000 crores, it stands at Rs. 1069 crores during the year. Individual loan portfolio crossed Rs. 3500 crores, it stands at Rs. 3864 crores as at 31st March, 2012. The company expands further in Maharashtra by opening its new branch at Nere Panvel, suburb of Mumbai.</td>
</tr>
<tr>
<td>2012-13</td>
<td>The Company opens its first branch in Madhya Pradesh at Indore.</td>
</tr>
<tr>
<td>2013-14</td>
<td>The Company opens its 43rd Branch at Patna.</td>
</tr>
<tr>
<td>2013-14</td>
<td>The Company opens its 44th Branch at Ahmedabad.</td>
</tr>
<tr>
<td>2013-14</td>
<td>The Company opens its 45th Branch at Kalyan.</td>
</tr>
<tr>
<td>2013-14</td>
<td>The Company opens its 46th Branch at Borivali.</td>
</tr>
<tr>
<td>2013-14</td>
<td>The Company opens its 47th Branch at Dehradun.</td>
</tr>
<tr>
<td>2014-15</td>
<td>The Company opens its 50th Branch at Ghaziabad.</td>
</tr>
<tr>
<td>2014-15</td>
<td>The Company opens its 51st Branch at Margoa.</td>
</tr>
<tr>
<td>2014-15</td>
<td>The Company opens its 52nd Branch at Dwarka.</td>
</tr>
<tr>
<td>2014-15</td>
<td>Company Celebrates Silver Jubilee Anniversary this Year.</td>
</tr>
</tbody>
</table>
BOARD OF DIRECTORS

Mr. Ashok K. Roy: Chairman of the Board.

An Agriculture Engineer with B. Tech (Hons) from the Indian Institute of Technology, Kharagpur and a Fellow of the Insurance Institute of India, Mr. Ashok K. Roy joined the Indian General Insurance Industry as a direct recruit officer in 1979. He served the Oriental Insurance Co. Ltd. for 29 years in various capacities, primarily as property underwriter before moving to GIC Re in June 2008 as General Manager.

In December 2011 Mr. Roy took over as officiating Chairman-cum-Managing Director of Agriculture Insurance Company of India. He was made officiating CMD of GIC Re in January 2012 and confirmed in that position as Chairman-cum-Managing Director of GIC Re in April 2012.

Mr. Roy is also the Chairman of Asset Management Co. Ltd. He is also a Director on the Board of several companies, including Life Insurance Corporation of India; Indian Register of Shipping, East Africa Reinsurance Co. Ltd., Kenindia Assurance Co. Ltd., Asian Reinsurance Corporation and ECGC of India Ltd.

Mr. Roy has been a member of Technical Sub Committee (Engineering) of TAC and was closely associated in Development of Core Insurance Solution (INLIAS). He also headed the core group for
development of Fire & Engineering Module. He has been a speaker at several training programmes on Change Management, Negotiation skills, and Corporate Governance. He is known for his various initiatives in HR Development in GIC Re. Setting up of an Innovation Centre at GIC Re has been latest initiative at GIC Re.

**Mr. G. Srinivasan: B.Com, FIII, ACMA**

Mr. G. Srinivasan has taken charge as Chairman cum Managing Director of The New India Assurance Company Limited from 18th October 2012.

Prior to his appointment as CMD of New India, he was the CMD of United India Insurance Company Ltd. He served as Managing Director of The New India Assurance Company (TNT) Ltd., Trinidad and Tobago and General Manger for The New India Assurance Company Ltd. He has over 36 years of experience in the Insurance Industry. He has been a Director of General Insurance Corporation of India since July 28, 2010. He is a Director of New India Assurance Company (Trinidad and Tobago) Ltd., Prestige Assurance Plc, Nigeria and India International Insurance Plc, Singapore.

**Dr. A.K Saxena:**

Dr. A. K. Saxena assumed charge as Chairman-cum-Managing Director of The Oriental Insurance Company Ltd. Delhi, w.e.f. 12th June,
2012. Dr. A. K. Saxena was earlier posted as General Manager at Oriental Insurance Company Ltd. itself.

Dr. A. K. Saxena holds masters degree in Veterinary Sciences and is a Bachelor of Law. He is also an Associate member of the Insurance Institute of India.

Dr. A. K. Saxena commenced his career as an officer with The New India Assurance Company Ltd. (NIA) in the year 1979, and has handled various line and staff responsibilities in various offices of New India Assurance Company Ltd. in Uttar Pradesh & Mumbai in addition to posting at Manila in Philippines besides stint with Kenindia Assurance Company Ltd. Nairobi. He is also a Director of India International Insurance PTE. Singapore

Mr. Milind Kharat:

Shri. Kharat has assumed charge as Chairman-cum-Managing Director of United India Insurance Co. Ltd. on October 18, 2012.

He is a Post Graduate in Economics from University of Bombay and a LLB. He is also a Fellow of the Insurance Institute of India.

Shri Kharat began his career as a Direct Recruit Officer of 1979 batch of general Insurance Corporation of India and has subsequently held different positions at various levels with diverse profiles including
Divisional Manager, Sr. Divisional Manager, Regional In charge etc in New India Assurance Company Ltd.

Shri Kharat has two stints of international postings in Fiji islands, and Tokyo, Japan. He has been recognized with Awards for his excellent performance during his tenure as Fiji as Chief Manager for Fiji from 1995 to 2001. He held positions as Director of Fiji Reinsurance Corporation and Chairman of Insurance Council of Fiji, and he made significant contributions in revising Fiji’s Insurance Act, 1998 and served as Executive Member on National Road Safety Council of Fiji, the body responsible for Road Safety in Fiji.

Shri Kharat was posted as Chief Executive Officer for Japan Operations of New India Assurance Co. Ltd. from 2004 to 2007. He was Executive Committee Member of Foreign Non-Life Insurance Association of Japan and Member of the Finance Committee for Celebration of Indo-Japan Friendship Year 2007.

He brings experience from the fields of HR, Training, Marine Cargo, Marine Hull, Motor and Legal departments.

Prior to his posting as Chairman-cum-Managing Director of United India Insurance Co. Ltd., he held position of CMD in Agriculture Insurance Co. of India Ltd., New Delhi.
Mr. V. Ramasamy:

Chartered Accountant by Profession joined United India Insurance Co. Ltd as a Direct Recruit Officer in the year 1975. During his tenure, he had worked in various capacities and in 2005; he was promoted to the cadre of Chairman cum Managing Director.

He joined National Insurance Co. Ltd as Chairman cum Managing Director from October 2005 to May 2009. After his retirement, he was appointed as Insurance Ombudsman Tamilnadu for Three Years from August 2009.

Mr. N. Mohan:

Shri. N. Mohan is a commerce graduate from University of Madras. He joined the United India Insurance Company Ltd. in 1979 and worked there over the next 28 years in various capacities till September, 2007 when on promotion was posted as Deputy General Manager to National Insurance Company Ltd.

Mr. Mohan is a Chartered Accountant with over 30 years experience in General Insurance handling Internal Audit, Investments, Accounts, Implementation of I.T. Systems, Marketing, Re-insurance, Claims handling and Underwriting.
He possesses excellent leadership skills, exceptional interpersonal communication and organizational skills with abilities in team management & customer relationship management. He has extensive experience in handling large clients.

Mr. Mohan besides being a Fellow of the Insurance Institute of India is also a professionally qualified Company Secretary and Cost & Works Accountant.

Mr. Mohan joined GIC Re as a General Manager in November, 2011. He currently looks after the Investment & Finance portfolio in GIC Re.

Mr. Kamlesh Shivji Vikamsey:

B.Com from the University of Mumbai, Chartered Accountant has 30 years of Experience in Accounting & Finance, Taxation and Corporate Advisory Services. He is Member of Audit Advisory Committee of United Nations Development Programme (UNDP), New York and also the Member of Appellate Authority of the Institute of Chartered Accountants of India (ICAI). He was elected as the President of ICAI during 2005-06 and also as Vice President of ICAI during 2004-05. He has been an elected Member of the Central Council of the ICAI from 1998 to 2007. Thereafter he has been the President of Confederation of Asian & Pacific Accountants (CAPA) during 2007-09 and was Deputy President of CAPA during 2005-
07. He was a Board Member of the International Federation of Accountants from 2005-08. He has been associated with M/s Khimji Kunverji & Co. as a Senior Partner since 1982. He has served as a Member of various advisory and expert committees at National and International Levels, including as a Member of the Steering Committee for comprehensive review of Governance and Oversight within the United Nations.

**Ms. Mona Bhide:**

B.Com, LL.B. from University of Mumbai, LL.M. from Northwestern University, School of Law, and Chicago is a Managing Partner of Dave & Girish & Co., a Law Firm focusing on International Finance and Corporate Laws. She is also Advisor to various Banks and Financial Institutions.

She is the Member of Bar Council of Maharashtra and Goa, Bombay Bar Association, International Swaps and Derivatives Association, International Bar Association, New York State Bar Association, Inter Pacific Bar Association and Asia Pacific Loan Market Association.

She had worked with American Bar Foundation in the field of Investment Banking, conflicts and globalization of the legal profession and also worked with International Law Firm, Sedwick, Deetert Moran and Arnold.
She is one of the highly recommended lawyers for Project Finance & Corporate, Mergers & Acquisitions transactions, restructuring and insolvency practitioner and corporate transactions practitioner in India in Global Counsel 3000.

She has been ranked as a Leading Individual in Banking & Finance, Corporate, Mergers & Acquisitions and Dispute Resolution by Legal 500 and as Leading Lawyer by Asia law Profiles.

**Mr. Warendra Sinha – Managing Director & CEO:**

Mr. Warendra Sinha is an alumnus of Hansraj College, University of Delhi and a Post Graduate from the Jawaharlal Nehru University, New Delhi. He joined Oriental Insurance Company Ltd in 1982 and worked there till 2008 in various parts of the country as Branch, Division and Region In-Charge as well. In between, he did 4 years deputation at Kenindia Assurance Company Ltd., Nairobi, Kenya. On promotion as Dy. General Manager in 2008, he moved to Head office of National Insurance Company Ltd at Kolkata, looking after Marketing, Publicity and BPR.

Mr. Sinha joined GIC Re as a General Manager in October, 2012 and thereafter was selected to head the GIC Housing Finance Limited as Managing Director on 31/12/2012.
Besides being an Associate of the Insurance Institute of India, Mr. Sinha enjoys games, music, reading and travelling. Mr. Sinha has also shown excellent leadership skills coupled with strong communication, proven team management abilities and exemplary customer relationships.

Management:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr. Warendra Sinha</td>
<td>Managing Director &amp; CEO</td>
</tr>
<tr>
<td>Mr. Rajib De</td>
<td>Sr. Vice President</td>
</tr>
<tr>
<td>Mr. K.B. Suresh</td>
<td>Sr. Vice President</td>
</tr>
<tr>
<td>Mr. S. Sridharan</td>
<td>Sr. Vice President &amp; Company Secretary</td>
</tr>
<tr>
<td>Mr. Mahesh Ghagre</td>
<td>Vice President</td>
</tr>
</tbody>
</table>

**Code of Conduct For Directors/ Senior Management**

**Preamble:**

All Directors and Senior Management must act within the bounds of the authority conferred upon them and with a duty to make and enact informed decisions and policies in the best interests of the Company and its shareholders.

With a view to maintain the high standards that the company requires, the following rules/ code of conduct should be observed in all activities of the Board. The Company appoints the Company Secretary as a Compliance Officer for the purposes of the code, who will be available to
directors and senior management to answer questions and help them comply with the code.

1. **Honesty & Integrity:**

   All directors and senior management shall conduct their activities, on behalf of the Company and on their personal behalf, with honesty, integrity and fairness. All directors and senior management will act in good faith, responsibly, with due care, competence and diligence, without allowing their independent judgment to be subordinated. Directors and senior management will act in the best interests of the Company and fulfill the fiduciary obligations.

2. **Conflict of interest:**

   Directors on the board of the Company and senior management shall not engage in any business, relationship or activity, which may be in conflict of interest of the Company or the group.

   Conflicts can arise in many situations. It is not possible to cover every possible conflict situation and at times, it will not be easy to distinguish between proper and improper activity. The following are some of the common circumstances that may lead to a conflict of interest, actual or potential:
   
   - Directors and senior management should not engage in any activity/employment that interferes with the performance or responsibility to
the Company or is otherwise in conflict with or prejudicial to the Company.

- Directors and senior management and their immediate families should not invest in a company, customer, supplier, developers or competitor and generally refrain from investments that compromise their responsibility to the Company.

- Directors and senior management should avoid conducting company business with a relative or with a firm/company in which a relative/related party is associated in any significant role.

If such related party transaction is unavoidable, it must be fully disclosed to the Board or to the Chief Executive Officer of the Company.

3. **Compliance:**

Directors and senior management are required to comply with all applicable laws, rules and regulations, both in letter and in spirit. In order to assist the Company in promoting lawful and ethical behaviour, directors and senior management must report any possible violation of law, rules, regulation or the code of conduct to the Company Secretary.

4. **Other Directorships:**

The Company feels that serving on the boards of directors of other companies may raise substantial concerns about potential conflict of interest, and therefore, all directors must report/disclose such relationships.
to the Board on an annual basis. It is felt that service on the Board of a
direct competitor is not in the interest of the Company.

5. **Confidentiality of information:**

Any information concerning the company’s business, its customers, suppliers etc. which is not in the public domain and to which the Director has access or possesses such information, must be considered confidential and held in confidence, unless authorized to do so and when disclosure is required as a matter of law. No director and senior management shall provide any information either formally or informally, to the press or any other publicity media, unless specially authorized.

6. **Insider Trading:**

Any director of the Company and senior management shall not derive benefit or assist others to derive benefit by giving investment advice from the access to and possession of information about the Company, not in public domain and therefore constituting insider information. All directors will comply with insider trading guidelines as issued by SEBI.

7. **Gifts & Donations:**

No director of the Company and senior management of the Company shall receive or offer, directly or indirectly, any gifts, donations, remuneration, hospitality, illegal payments and comparable benefits which are intended (or perceived to be intended) to obtain business (or
uncompetitive) favours or decisions for the conduct of business. Nominal gifts of commemorative nature, for special events may be accepted and reported to the Board.

8. **Protection of Assets:**

   Directors and senior management must protect the Company’s assets, labour and information and may not use these for personal use, unless approved by the Board.

9. **Customer Relationships:**

   The Directors and senior management must act in a manner that creates value for our customers and help to build a relationship based on trust. If their job puts them in contact with customers or potential customers, they must act in a manner befitting the representatives of the Company.

10. **Government Relations:**

    It is the Company’s policy to comply fully with all applicable laws and regulations governing contact and dealings with government employees and public officials, and to adhere to high ethical, moral and legal standards of business conduct. This policy includes strict compliance with all Central, local, State, federal, foreign and other applicable laws, rules and regulations.
11. **Periodic Review:**

Once every year or upon revision of this code, every director and senior management must acknowledge and execute an understanding of the code and an agreement to comply. New directors will sign such a deed at the time when their directorship begins and senior management at the time when their employment begins.

12. **Waivers:**

Any waiver of any provision of this Code of Business Conduct and ethics for a member of the Company’s Board of Directors or an executive officer must be approved in writing by the Company’s Board of Directors and promptly disclosed.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The Company’s main business is to provide loans for the purchase or construction of residential units. Hence, there are no separate reportable segments as per Accounting Standard on Segment Reporting (AS 17) issued by the Institute of Chartered Accountants of India and notified under the Companies (Accounting Standards) Amendment Rules, 2011.</td>
</tr>
<tr>
<td>2.</td>
<td>‘Other Expenses’ for the quarter ended 30th September,, 2014 includes provision for contingencies amounting to Rs.194 Lacs (Previous period quarter Rs.656 Lacs) and for the half year ended 30th September, 2014 Rs. 480 Lacs(Previous half year Rs. 1255 Lacs).</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>3.</strong></td>
<td>During the Half year ended 30th September, 2014 the Company has revised depreciation rate on fixed assets as per the revised useful life in accordance with Part C of Schedule II to the Companies Act, 2013. Due to above, depreciation charged for the Half year ended is higher by Rs. 89 Lacs compared to the method used and useful lives estimated in earlier periods.</td>
</tr>
<tr>
<td><strong>4.</strong></td>
<td>Vide circular NHB(ND)/DRS/Pol.Circular No.62/2014 dated May 27, 2014, the National Housing Bank (NHB) has directed Housing Finance Companies to provide for a deferred tax liability (DTL) in respect of amount transferred to “Special Reserve” created under section 36(1)(viii) of the Income Tax Act, 1961. Further, vide circular NHB(ND)/DRS/Pol.65/2014 dated August 22, 2014, NHB has clarified that Deferred Tax Liability in respect of opening balance in the Special Reserve as at 1st April, 2014 may be adjusted against the general reserve for a period of 3 years, in a phased manner in the ratio of 25:25:50. Accordingly, the Company would create appropriate deferred tax liability on accumulated Special Reserve at the end of the year. As per the above circular, the Company has charged its Statement of Profit and Loss for the half year ended 30th September 2014, with the deferred tax liability on the additional amount expected to be appropriated towards Special Reserve out of profits. To aid comparability, the deferred tax liability charged to the Statement of Profit and Loss has been separately disclosed.</td>
</tr>
<tr>
<td><strong>5.</strong></td>
<td>During the quarter the Company has paid an amount of Rs. 3231 Lacs towards Dividend and Rs. 549 Lacs towards Dividend Tax for the year ended 31st March, 2014, being dividend @ Rs. 6/- per equity share (including Rs. 1/- per equity share, one time Silver Jubilee Dividend).</td>
</tr>
</tbody>
</table>
6. Figures for the previous period have been regrouped / reclassified wherever necessary.

7. The above results for the quarter/half year ended 30th September, 2014 have been subjected to a “Limited Review” by the Auditors of the Company and were reviewed and recommended by the Audit Committee of Directors and approved by the Board of Directors at its meeting held on 13th November, 2014, in terms of Clause 29 of Debt Listing Agreement and Clause 41 of the Equity Listing Agreement.

AWARDS

1. GIC Housing Finance Ltd was awarded the “SERVICE EXCELLENCE” award, in the Housing sector, by Anand Bazaar Patrika at BFSI Awards Functions. Held at Taj Lands End Hotel, Mumbai, on 14th Feb, 2014.

2. GIC Housing Finance Ltd was awarded the “BEST INSURANCE COMPANY IN PUBLIC SECTOR” award by Anand Bazaar Patrika at BFSI Awards Functions. Held at Taj lands End Hotel, Mumbai, on 14th Feb, 2014.
GRUH HOUSING FINANCE LTD.

Incorporated in 1986, GRUH Finance is primarily engaged in the business of providing long term finance to individuals for construction, purchase, extension, repair and renovation of their homes. It also provides loans to professionals for office premises.

The company has been recognized by the National Housing Bank (NHB), the apex body for regulating the housing finance industry in India, and has been awarded the certificate of registration to carry out the housing finance business in India and also accept retail deposits from the public.

GRUH offers friendly savings options with its Multiple Option Deposit Schemes. The deposits carry dual rating from renowned rating agencies like CRISIL and ICRA. GRUH Home Deposits are rated ‘FAA+’ by CRISIL and ‘MAA+’ by ICRA both representing high safety.

With wide network of more than 80 retail offices spread across the states of Gujrat, Maharastra, Rajasthan, Madhya Pradesh, Karnatala,
Chattisgarh and Tamil Nadu, GRUH caters to a wide segment of the population helping people build homes of their dreams and managing their saving by providing safe and secure saving options.

GRUH is regarded as a trustworthy and professional company providing high quality services by its strong customer base of more than 90,000 customers. The company’s FCD issue in 1994-95 was oversubscribed.

Products:

a) Housing Loans GRUH offers the below housing loans:

- **Gruh Suraksha**

  It is a loan offered to salaried individuals & professionals based on formal income proof for construction or purchase of dwelling units in villages, towns and cities for a maximum tenure of upto 25 years. Loan is offer upto maximum 75%, 80%, 85%. of the property cost, liked to loan amount as per NHB guidelines. Property costs include cost of land constructions, registration and other onetime acquisition costs.

  Gruh Suraksha is offered under various options of amortization viz Daily, monthly and annual and under various options of computation of interest viz. variable, Semi Fixed and Fixed.
• **Gruh Suvidha**

It is loan offered to professionals self employed persons based on appraised income which is calculated based on surrogate income proofs for construction or purchase of dwelling units in villages, towns and cities for maximum tenure of upto 15 years.

Loan is offered up to maximum 75%, 80%,85% of the property cost, linked to loan amount as per NHB guidelines. Property costs include cost of land construction, registration and other onetime acquisition costs.

Gruh Suvidha is offered under the Variable rate option with monthly amortization.

• **Gruh Sajavat**

It is a loan offered to salaried individuals, professionals and self employed persons to fund repair and renovation work in their existing dwelling units in villages, town & cities for a maximum tenure of upto 15 years.

Loan is offered upto maximum 75%, 80%,85% of the property cost, linked to loan amount as per NHB guidelines. Property cost of land and constructions, registration and other onetime acquisition costs.
• **Gruh Samruddhi**

It is a loan offered to professionals for purchase of office for their business. Loan is offered to maximum 75%, 80%, 85% of the property cost, linked to loan amount as per NHB guidelines. Property cost includes cost of land and construction, registration and other onetime acquisition costs.

• Gruh Shubh Labh

• Gruh Sahyog

b) **Deposit Plans** – The various deposit plans offered by the company are:

• Gruh Fixed Deposit

• Monthly Income Plan

• Quarterly Income Plan

• Annual Income Plan

• Cumulative Growth

c) **Insurance** - The Company has entered into a tie up with Oriental Insurance Company to offer property insurance. Besides, it also has a tie up with HDFC Standard Life Insurance to provide life insurance cover.

**Fellow Subsidiaries:**

Housing Development Finance Corporation (HDFC) which holds 54.49% stake in GRUH is the holding company of GRUH. The company’s fellow subsidiaries are:
• HDFC Developers
• HDFC Investments
• HDFC Holdings
• HDFC Asset Management
• HDFC Trustee
• HDFC Standard Life Insurance
• HDFC Realty
• HDFC Ergo General Insurance
• Home Loan Service of India
• HDFC Sales
• HDFC Ventures Trustee Company
• HDFC Property Ventures

VISION:

Appropriate institutional structure for rural housing in villages and small towns backed by an autonomous specialized and professionally managed financially viable agency at regional level.

MISSION:

➢ We want to be a partner to families in building their homes.

➢ We therefore endeavour to develop products and services to help meet their need for home and structure financial plans to suit their cash flow and convenience.
Our loan products offer multiple options of amortization and interest calculation with a view to enable sharing of interest rate risk based on individual credit capabilities.

Our focus on deeper geographical pockets across western India help us reach out to families across a wide spectrum of economic segments

We believe in transperence with our customers, associate and stakeholders and strive to become a friend to the families we serve.

You can view name of Chairman, CEO, CFO, Management Team, Board of Directors and Key Executives of GRUH Finance Ltd.

<table>
<thead>
<tr>
<th>Name</th>
<th>Designation</th>
</tr>
</thead>
<tbody>
<tr>
<td>K G Krishnamurthy</td>
<td>Director</td>
</tr>
<tr>
<td>Kamlesh Shah</td>
<td>Executive Director</td>
</tr>
<tr>
<td>Keki M Mistry</td>
<td>Chairman</td>
</tr>
<tr>
<td>Marcus Lobo</td>
<td>Co. Secretary &amp; Compl. Officer</td>
</tr>
<tr>
<td>Marcus Lobo</td>
<td>Secretary</td>
</tr>
<tr>
<td>Prafull Anubhai</td>
<td>Director</td>
</tr>
<tr>
<td>Renu S Karnad</td>
<td>Director</td>
</tr>
<tr>
<td>Rohit C Mehta</td>
<td>Director</td>
</tr>
<tr>
<td>S G Mankad</td>
<td>Director</td>
</tr>
<tr>
<td>S M Palia</td>
<td>Director</td>
</tr>
<tr>
<td>Sudhin Choksey</td>
<td>CEO</td>
</tr>
<tr>
<td>Sudhin Choksey</td>
<td>Managing Director &amp; CEO</td>
</tr>
</tbody>
</table>

**AWARD:**

Bagged the ‘ICAI Award for Excellence in Financial Reporting’ for the year 2007-2008 from CA. Charanjot Singh Nanda, Council Member, ICAI.
HDFC HOUSING FINANCE CORPORATION

Housing Development Finance Corporation Limited (HDFC Ltd.) was established in 1977 with the primary objective of meeting a social need of encouraging home ownership by providing long-term finance to households. Over the last three decades, HDFC has turned the concept of housing finance for the growing middle class in India into a world-class enterprise with excellent reputation for professionalism, integrity and impeccable service.

A pioneer and leader in housing finance in India, since inception, HDFC has assisted more than 38 lakhs customers to own a home of their own, through cumulative housing loan approvals of over Rs 3.73 trillion and disbursements of over Rs 3.02 trillion as at March 31, 2011.

HDFC has a wide network of 294 offices (which includes 76 offices of HDFC's wholly owned distribution company HDFC Sales Private Limited) catering to over 2,400 towns & cities spread across the country. It also has offices in Dubai, London and Singapore and service associates in the Middle East region, to provide housing loans and property advisory services.
services to Non-Resident Indians (NRIs) and Persons of Indian Origin (PIOs).

HDFC's unrelenting focus on Corporate Governance, high standards of ethics and clarity of vision, percolate through the organization. Trust, Integrity, Transparency and Professional Service are the important pillars of the brand HDFC and most importantly, people - both employees and customers - are its brand ambassadors.

Customer satisfaction is the hallmark of all HDFC offerings. The first touch of HDFC's personalized service begins as soon as a customer approaches HDFC, and over time it progresses into a long and meaningful relationship. State-of-the-art information systems supported by strong in-house training programmes conducted at its specialized training centre in Lonavla, have equipped HDFC to respond swiftly to the ever-changing customer needs and thereby empower customers in making the right home buying decision. This is what sets apart HDFC's customer service philosophy - 'With You, Right Through'.

HDFC's specialist team of over 1,600 trained and experienced professionals follows a 'single-window concept' for providing smooth and value added services at all stages. The team guides the customers right through the entire process of property purchase - be it property search assistance, technical support prior to finalizing the property, legal advice
on property related documentation, personalized home loan counseling or providing tailor-made repayment options to suit the customer's specific requirements.

HDFC's wide product range includes loans for purchase and construction of a residential unit, purchase of land, home improvement loans, home extension loans, non-residential premises loans for professionals and loan against property, while its flexible repayment options include Step Up Repayment Facility (SURF) and Flexible Loan Installment Plan (FLIP).

HDFC also has a robust deposits mobilization programme. HDFC has been able to mobilize deposits from over 10 lakh depositors. Outstanding deposits grew from Rs 1,458 crores in March 1994 to Rs 24,625 crores in March 2011. In addition, HDFC has received 'AAA' rating for its Deposit products for highest safety from both CRISIL and ICRA for sixteen consecutive years.

Over the years, HDFC has emerged as a financial conglomerate with its presence in the entire gamut of financial services including banking, insurance (life and non-life), asset management, real estate venture capital and more recently education loans. Today, HDFC is recognized as one of the Best Managed Companies in India and is a model housing finance company for developing countries with nascent housing finance markets.
HDFC has undertaken several consultancy assignments in various countries across Asia, Africa and East Europe to support and establish their housing finance institutions.

At HDFC, 'Corporate Social Responsibility' has always been an evolving concept, akin to its 'learning by doing' philosophy. As part of its social objectives, HDFC has always endeavored to contribute to economic development and social upliftment of the weaker sections of society and has professionally nurtured each of its social initiative as an investment. HDFC has undertaken development oriented work and supported several social initiatives in the areas of education, child welfare, medical research, welfare for the elderly and the handicapped among several others. HDFC is how millions of Indian families spell the word 'Home' as the brand not only offers Housing Finance, but also Total Housing Solutions.

Subsidiaries and Associate Companies

- HDFC Bank
- HDFC Asset Management Company Limited
- HDFC Standard Life Insurance Company Limited
- HDFC Sales
- HDFC ERGO General Insurance Company Ltd (formerly HDFC General Insurance Company Ltd)
- Other Companies Co-Promoted by HDFC
• Other Companies Co-Promoted by HDFC
  • HDFC Trustee Company Ltd
  • GRUH Finance Ltd
  • HDFC Developers Ltd
  • HDFC Property Ventures Ltd
  • HDFC Ventures Trustee Company Ltd
  • HDFC Investments Ltd
  • HDFC Holdings Ltd
  • Credit Information Bureau (India) Ltd

Company’s overseas branches are situated at:
  • Kuwait
  • Qatar
  • Saudi Arabia
  • Singapore
  • Sultanate of Oman
  • UAE
  • United Kingdom

**Services offered by the company:**

Home Loans for NRI Existing Loan Customers
  • Home Improvement Loans
  • Home Extension Loans
• Home Conversion Loans
• Top - Up Loans

Property Services
• Property identification and sales service
• Property valuations

Milestones:
• 1977 - HDFC gets incorporated on October 17,
• 1977 - The first housing loan was disbursed to D. B. Remedios at Bombay
• 1978 - The first public issue of equity shares of Rs 10 crore
• 1982 – The company introduces the Line of Credit product (LOC) for employee owned housing
• 1983 – The company signed the implementation agreement of Phase II of the USAID programme
• 1984 - Annual loan approvals cross Rs. 100 crore
• 1986 - HDFC loan approvals cover 1,000 towns
• 1987 - HDFC's first Equity Rights Issue
• 1988 - Shelter Assistance Reserve was set up with an initial contribution of Rs 50 lakh
• 1989 - Home Improvement loans and Home Extension loans
• 1990 - Jointly with the United Nations Centre
- 1991 - Re-launch of Retail Fixed Deposit products
- 1992 - Approval loan of £ 25 million
- 1993 - Joint venture with GE Capital to promote Countrywide Consumer Financial Services Ltd. for consumer finance.
- 1994 - First private placement of Equity Shares
- 1995 - Joint venture with IL&FS
- 1996 - The company opens its first international office at Dubai, UAE
- 1997 - The company gets an Asian Development Bank (ADB) loan of $100 million - Promotes Delta Brac Housing Finance Corporation Limited
- 1998 - Best managed company in India
- 1999 - The company invests in a new Housing Finance company in Sri Lanka www.hdfcindia.com launched
- 2000 - Joint venture with Mahindra & Mahindra group
- - First Mortgage Backed Securities - Joint Venture with TCS
- 2001 - Figures in the Top 20
- - Among the Top 10 Asia's Best Managed Companies
- 2002 - HDFC Group's Asset base crosses Rs. 50,000 crores
- 2004 - The company signs $200 million loan agreement with International Finance Corporation (IFC), Washington
• 2005 - The company and Barclays signs long term BPO Contract. Barclays now holds 50% stake in Intelenet, the balance 50% resides with HDFC

• 2006- Institute of International Finance hails HDFC's Corporate Governance approach The Best Presented Accounts

• 2007 - Signing of joint venture by HDFC and ERGO on general insurance.

Achievements/ Recognition:

• HDFC has been ranked amongst the top two best managed Companies in India by Finance Asia in 2011

• V. S. Rangan, Executive Director, HDFC Ltd, has been conferred the "Best CFO in the Financial Sector for 2010" by "The Institute of Chartered Accountants of India"

• Deepak Parekh amongst India's 50 Most Powerful People 2009 - Business Week

• Deepak Parekh features among the top of India Inc's Most Powerful CEOs - Survey by Economic Times with IMRB

• Deepak Parekh selected for the IMC Juran Quality Medal 2008 for his excellent customer-centric work in various initiatives related to the fields of Banking & Finance.

• HDFC selected as the 'Top Indian Company in FIs / NBFCs / Financial Services sector' for the Dun & Bradstreet – Rolta Corporate Awards 2008.
• Goldman Sachs lists HDFC as one of the 7 world's best companies from the financial services space to sustain competitive advantage in the long term.

• HDFC scored a rating of 4 out of 5 at the Karmayog Corporate Social Responsibility Ratings - 2007

• HDFC selected as the top Indian company in FIs / NBFCs / Financial Services Sector for the DUN & BRADSTREET - American Express Corporate Awards 2007

• Best 'Investment Management Company’

• HDFC ranked 3rd Asian Banking and Finance Sector

• Award for 'Investment Management in India'

• Best Home Loan Provider

• Best Strategy, at the 4Ps Business

• The Best Presented Accounts'

• Ranked as 'India's Third Best Managed Company'

• Dream Home' award And many more
<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name</th>
<th>Designation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Deepak S Parekh</td>
<td>Chairman</td>
</tr>
<tr>
<td>2</td>
<td>Renu Sud Karnad</td>
<td>Managing Director</td>
</tr>
<tr>
<td>3</td>
<td>Girish V Koliyote</td>
<td>Company Secretary</td>
</tr>
<tr>
<td>4</td>
<td>V Srinivasa Rangan</td>
<td>Executive Director</td>
</tr>
<tr>
<td>5</td>
<td>Keki M Mistry</td>
<td>Vice Chairman</td>
</tr>
<tr>
<td>6</td>
<td>Ram S Tarneja</td>
<td>Non Executive &amp; Independent Director</td>
</tr>
<tr>
<td>7</td>
<td>BS Mehta</td>
<td>Non Executive Independent Director</td>
</tr>
<tr>
<td>8</td>
<td>D M Sukthankar</td>
<td>Non Executive Independent Director</td>
</tr>
<tr>
<td>9</td>
<td>D N Ghosh</td>
<td>Non Executive Independent Director</td>
</tr>
<tr>
<td>10</td>
<td>S A Dave</td>
<td>Non Executive Independent Director</td>
</tr>
<tr>
<td>11</td>
<td>Nasser Munjee</td>
<td>Non Executive Independent Director</td>
</tr>
<tr>
<td>12</td>
<td>Bimal Jalan</td>
<td>Non Executive Independent Director</td>
</tr>
<tr>
<td>13</td>
<td>J J Irani</td>
<td>Non Executive Independent Director</td>
</tr>
</tbody>
</table>

**SOCIAL INITIATIVES**

HDFC has continually been involved in socially responsive actions, primarily aimed at improving the quality of life of its surrounding communities. HDFC has professionally nurtured each of its social initiatives and undertaken extensive development oriented work in the areas of education, child welfare, welfare for the elderly and the differently-abled among others. Cited below are some of the varied social projects supported by us through the ‘Shelter Assistance Reserve’. This is a mixed spectrum of development initiatives involving close to 180 partner organizations spread across the country.
COMMUNITY DEVELOPMENT

Vicharata Samuday Samarthan Manch

Vicharata Samuday Samarthan Manch (VSSM) works for the rights and welfare of nomadic & de-notified communities. VSSM sets up alternate schools or tent schools in remote settlements to inculcate the habits of school life amongst the children in these communities. Each tent school runs for around 5 – 7 years until the children are ready to be integrated into the government schools.

Yuva Mitra

Yuva Mitra runs a life skill training program for adolescent girls. The program focuses on the particular needs of adolescent girls in rural areas - their general vulnerability, inaccessibility to basic health care and education, understanding about reproductive health needs and rights and misconceptions about age old traditions. The program is being run across 50 schools impacting over 8,000 adolescent girls.

Tata Institute of Social Sciences

The TANDA (Towards Advocacy Networking and Developmental Action) is a field action project initiated by TISS to work on entitlements and rights of de-notified and nomadic communities in Mumbai, Navi Mumbai and Raigadh. The project has created self-help groups of women with the focus to engage them in policy lobbying and advocacy. The aim is
to create self-reliant communities who enjoy constitutional rights and entitlements, to advocate with policy makers to include these communities in government welfare schemes, collaborate with other NGOs working on similar issues and identify resources meant for these communities.

**Shankari Foundation**

The Shankari Foundation has been working on providing various facilities towards supporting the vulnerable elderly community in Bengaluru. The organization runs a day-care centre for senior citizens. The centre provides social, recreational and medical facilities for the elderly. The organization also runs a helpline for women in distress, health-awareness camps and a referral centre wherein cases are recommended for other services.

**EDUCATION**

**Masoom**

Masoom is working towards improving the quality of education in night schools across Mumbai. In order to achieve this, Masoom partners with night schools to facilitate the ‘Night School Transformation Programme’. Masoom’s strategic model is designed to assess and improve the infrastructure, such as assessing the volume of notebooks available, providing textbooks and study material, setting up mobile science labs, providing daily nutrition, etc.
Institute of Fundamental Studies & Research

The Institute of Fundamental Studies and Research (IFSaR) is a not-for-profit organization working with marginalized communities of the Thar region. In order to bring about qualitative change exclusively in the lives of the children coming from a poor socio-economic background, the IFSaR Upper Primary School, a day-boarding school was established in village Gharsisar, Bikaner. The school is recognized by the Dept. of Education, Govt. of Rajasthan for providing education up to class VIII and follows the State Govt. Board’s curriculum.

Cochin Metropolis Charitable Trust

Rotary Club of Cochin Metropolis has adopted two schools - Government Lower Primary School at Ponnurunni and Higher Secondary School of Jesus at Kothad. The schools cater to students from the lowest socio economic strata of the society. The Club provides all requisite material to the students including a mid-day meal runs regular medical camps and also set up a computer and library in the school premises.

DIFFERENTLY-ABLED

Muskaan

Muskaan is a voluntary organization providing comprehensive education, vocational training and work opportunities to young people who are mentally challenged. Muskaan has created a residential facility for
adults with disabilities who will need assisted living for life. This facility is an integrated setting providing an all-inclusive, individually planned care and training centre aimed at making residents independent.

**Foundation for Twinkling Little Eyes**

The Foundation with its out-reach programs aiming to redress the suffering of low income groups living in rural and urban slums and tribal areas in Maharashtra through free eye camps and free eye treatment. The Foundation is committed to eradicate the needless and avoidable blindness in society through better access to eye care and quality care treatment. Creation of awareness of diseases among general public and medical fraternity is one of the main objectives of the Foundation.

**Bhagwan Mahaveer Viklang Sahayata Samiti**

The Bhagwan Mahaveer Viklang Sahayata Samiti (BMVSS), more popularly known as Jaipur Foot was set up in 1975 for helping the physically challenged, particularly the financially weak among them. BMVSS is the largest organization, for the handicapped in the world in terms of fitment of artificial limbs and calipers etc. for the physically challenged. BMVSS provides all their services totally free of charge. The organization has benefitted more than 1.25 million disabled persons from across India with close to 60,000 artificial limbs and calipers being provided annually.
Helen Keller Institute for the Deaf and Deafblind

The Helen Keller Institute for the Deaf and Deafblind is the first institute in India to create, build and develop services for the deaf / deafblind children and young adults through day-care / residential facilities and other ancillary services. The Institute runs a school cum residential facility for deaf / deafblind students in Navi Mumbai. The establishment is equipped with a diagnostic lab and a therapy room for the children. The facility caters to over 100 deafblind children.

CHILD WELFARE

SWADHAR Institute for Development of Women and Children

Swadhar was established in Pune with the main aim to work with women in distress and with under-privileged children. The emphasis is on ensuring their development through guidance, counseling, education and empowerment. As of today, through its various programs Swadhar reaches out to over 13,000 women and children. Swadhar runs a project titled ‘Mohor’ for development of children living in red-light areas of Pune. The aim of the project is to provide a normal, safe childhood for the children along with education, medical assistance and overall development.

Can Kids KidsCan

The organization has opened up India’s first ever special school for children with cancer, in partnership with the Municipal Corporation of
Mumbai. The organization has been given space in an existing municipal school to conduct both formal and non-formal education with children who are undergoing treatment for cancer. Children receive all the benefits of municipal schools – education, books, uniforms and nutrition. The organization provides for reimbursement of transport expenses and a school bus pick up and drops the children.

THE HDFC GROUP

We are a closely knit family strongly rooted in our approach, yet aspirational in our purpose. While Housing Finance continues to be our core business, over the years, we have grown into a large financial conglomerate with diversified businesses. Our key associate and subsidiary companies hold leadership positions in their respective categories and our newer ventures are fast emerging.

Our Group companies have strong synergies with us, thus enabling HDFC to offer a wide range of financial products and services to cater to your needs across different stages of life.

SNAP SHOT OF HDFC

HDFC is a leading provider of Housing Finance in India. With our customized solutions we have fulfilled over 4.9 million dreams over the last three and a half decades. Here is why HDFC is a household name that Indians proudly reckon with.
OUR EXPERIENCE

- Pioneered Housing Finance in 1977.
- 4.9 million Home Loan Customers and 1.7 million Depositors.
- Gross loans of Rs.2.2 trillion.
- Largest mobiliser of public deposits outside the banking system.
- A model private Housing Finance Company for developing countries with nascent Housing Finance markets.
- Undertaken several consultancy assignments in various countries across Asia, Africa and East Europe to set up their Housing Finance Companies.

OUR CORE VALUES

- Trust
- Integrity
- Transparency
- Professional Service

OUR OBJECTIVES

Primary Objective:

- To enhance the residential housing stock in the country through the provision of Housing Finance in a systematic and professional manner, and to promote home ownership.

Aim:
• Increase the flow of resources to the housing sector by integrating the Housing Finance sector with the overall domestic financial markets.

OUR GROWTH STRATEGIES
• Increase the Return On Equity each year by 1 percentage point in order to maximize shareholder value.
• Maintain Gross Non-Performing Assets (NPAs) below 1%.
• Consistently grow the loan book.
• Maintain low Cost to Income Ratio by improving operational efficiency.

OUR LEADERSHIP AND PEOPLE
• Stable and experienced senior management team with an average tenor of over 30 years.
• Over 1,956 trained and experienced workforce.

OUR PRESENCE
• Extensive distribution network of 366 interconnected offices (including 95 offices of HDFC Sales) with outreach programs to several locations, reaching out to over 2,400 towns and cities all over India.
• 3 representative offices in Dubai, London and Singapore offering Home Loan products to Non-Resident Indians and Persons of Indian Origin.

• Enhanced distribution through HDFC Sales, HDFC Bank and third party Direct Selling Associates.

OUR FINANCIAL NETWORK

• Diversified Financial Services - Banking, Insurance (Life and General), Asset Management, Realty, Real Estate Venture Capital, Education Loans among others.

• HDFC and its Group Companies consistently maintain leadership positions in their respective sectors.

• The HDFC Group has a strong asset base of over Rs.2.97 trillion and a customer base of over 42.5 million.
LIC HOUSING LTD.

LIC Housing Finance Ltd. is one of the largest Housing Finance Company in India. Incorporated on 19th June, 1989 under the Companies Act, 1956, the Company was promoted by LIC of India and went public in the year 1994. The Company launched its maiden GDR issue in 2004. The Authorized Capital of the Company is Rs.1500 Million (Rs.150 Crores) and its paid up Capital is Rs.1009.9 Million (Rs.100.99 Crores). The Company is registered with National Housing Bank and listed on the National Stock Exchange (NSE) & Bombay Stock Exchange Limited (BSE) and its shares are traded only in Demat format. The GDR's are listed on the Luxembourg Stock Exchange.

The main objective of the Company is providing long term finance to individuals for purchase or construction of house or flat for residential purpose / repair and renovation of existing flat / houses. The Company also provides finance on existing property for business / personal needs and also gives loans to professionals for purchase / construction of Clinics / Nursing Homes / Diagnostic Centres / Office Space and also for purchase of equipments. The Company also provides long term finance to persons engaged in the business of construction of houses or flats for residential purpose and to be sold by them.
The Company possesses one of the industry's most extensive marketing networks in India: Registered and Corporate Office at Mumbai, 7 Regional Offices, 16 Back Offices and 209 marketing units across India. In addition the company has appointed over 10478 Intermediaries to extend its marketing reach. 16 Back Offices spread across the country conduct the credit appraisal and administrative functions.

The Company has set up a Representative Office in Dubai and Kuwait to cater to the Non-Resident Indians in the GLCC countries covering Bahrain, Dubai, Kuwait, Qatar and Saudi Arabia. Today the Company has a proud group of over 15.56 LACS prudent house owners who have enjoyed the Company's financial assistance.

VISION
• To be the best Housing Finance Company in the country.

MISSION
• Provide secured housing finance at affordable cost, maximizing shareholders value with higher customer sensitivity.

VALUES
• Fair and Transparent Business Practices.
• Transformation to a Knowledge Organization.
• Higher Autonomy in Operations.
• Instilling a sense of Ownership amongst Employees
## BOARD OF DIRECTORS OF THE COMPANY

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of the Director</th>
<th>Type</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mr. Surya Kumar Roy</td>
<td>Non Executive</td>
<td>Nominee Director</td>
</tr>
<tr>
<td>2</td>
<td>Mr. S. B. Mainak</td>
<td>Non Executive</td>
<td>Nominee Director</td>
</tr>
<tr>
<td>3</td>
<td>Mr. K. Narasimha Murthy</td>
<td>Non Executive</td>
<td>Independent Director</td>
</tr>
<tr>
<td>4</td>
<td>Mr. S. Ravi</td>
<td>Non Executive</td>
<td>Independent Director</td>
</tr>
<tr>
<td>5</td>
<td>Mr. B. N. Shukla</td>
<td>Non Executive</td>
<td>Independent Director</td>
</tr>
<tr>
<td>6</td>
<td>Mr. Jagdish Capoor</td>
<td>Non Executive</td>
<td>Independent Director</td>
</tr>
<tr>
<td>7</td>
<td>Ms. Savita Singh</td>
<td>Non Executive</td>
<td>Independent Director</td>
</tr>
<tr>
<td>8</td>
<td>Mr. T. V. Rao</td>
<td>Non Executive</td>
<td>Independent Director</td>
</tr>
<tr>
<td>9</td>
<td>Mr. Dharmendra Bhandari</td>
<td>Non Executive</td>
<td>Independent Director</td>
</tr>
<tr>
<td>10</td>
<td>Ms. Sunita Sharma</td>
<td>Executive</td>
<td>Nominee Director</td>
</tr>
</tbody>
</table>

## SENIOR EXECUTIVES OF THE COMPANY

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of the Executives</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mr. Nitin K. Jage</td>
<td>General Manager (Taxation) &amp; Company Secretary</td>
</tr>
<tr>
<td>2</td>
<td>Mr. Ajith Kumar L</td>
<td>General Manager (Marketing - Corporates &amp; Project, CRM and Legal &amp; Risk Management)</td>
</tr>
<tr>
<td>3</td>
<td>Mr. Meena L C</td>
<td>General Manager (Marketing - Retail, PR &amp; Publicity)</td>
</tr>
<tr>
<td>4</td>
<td>Mr. Samtani S T</td>
<td>General Manager (Treasury Management, Project Finance-Monitoring, Subsidiary Monitoring and Audit Department)</td>
</tr>
<tr>
<td>5</td>
<td>Mr. Shekhar P</td>
<td>General Manager (IT)</td>
</tr>
<tr>
<td>6</td>
<td>Mr. Narayanan P</td>
<td>General Manager (Accounts) &amp; CFO</td>
</tr>
<tr>
<td>7</td>
<td>Mr. Sharma S R</td>
<td>Chief Manager (HR, OS, Estates)</td>
</tr>
<tr>
<td>8</td>
<td>Ms. Purti Samant</td>
<td>Chief Manager (Credit Appraisal &amp; Project Finance)</td>
</tr>
<tr>
<td>9</td>
<td>Mr. N. Mahesh</td>
<td>ACM (Recovery, PR, Publicity &amp; Market Research)</td>
</tr>
<tr>
<td>10</td>
<td>Mr. Sudipto Sil</td>
<td>ACM (MD - Secretariat) &amp; Investor Relation Manager</td>
</tr>
</tbody>
</table>
CHAIRMAN’S MOTIVATED AT THE 24TH AGM OF LIC HOUSING FINANCE LIMITED

Ladies & Gentleman, Shareholders and Well Wishers of the Company, It’s my pleasure to welcome you all to the 24th Annual General Meeting of LIC Housing Finance Limited. I am indeed honoured to share with you the fruits of the hard work and dedication, the team at LIC Housing Finance Limited had put in the year gone by. The year witnessed excellent disbursement growth in retail loan segment despite lowest GDP growth in a decade. I thank each and every one of you for reposing your faith in the Company and its dedicated team.

Housing Scenario

India’s housing finance industry comprises of banks and housing finance companies. The average ticket size of loan as expected has grown by around 11 percent in 2012-13 to Rs.17 lakh, primarily on account of rise in property prices and increase in the income level of the borrowers. Population growth, increasing trend towards urbanization and nuclearisation of families, increase in borrowers’ affordability levels, would be key factors impacting market penetration and volume growth.

Over the last few years, the share of housing finance companies (HFC) in total disbursements has been increasing mainly due to their
specialization, better customer service, and increasing focus on urban centers which have more high value customers.

Due to the volatility in the market, housing demand could witness phases of spikes and slowing down, but these should be taken as runs of a cycle and the comfort point for any lender in the housing industry will be the demand from end users and the huge market potential. In fact the policies of the Union Government is clearly in the direction to provide encouragement for housing development by providing incentive in the form of Income tax rebate, more allocation for housing project and customer’s favorable legislation.

Achievements

A few achievements highlighting the performance of your Company during the year are worth mentioning here

1. During the year under review, the Company had sanctioned loans worth Rs.26,477 crore and disbursed Rs.24,358 crore. Individual loans constitute about 94 percent of the total sanctions and 95 percent of the total disbursements. The total loan portfolio increased to Rs.77,812 crore as against Rs.63,080 crore in the previous year.

2. The Company continues to enjoy highest credit rating being rated as ‘AAA/Stable’ and ‘CAREAAA’ by the credit rating agencies namely CRISIL & CARE respectively for the twelfth consecutive
year while its Fixed Deposit program is rated as ‘FAAA/Stable’ by CRISIL for the seventh consecutive year. Your Company raised funds aggregating to Rs.23,254.78 crore through term loans from banks, issuance of Non-Convertible Debentures, NHB refinance and public deposit. Continuous efforts have been made to re-price the existing borrowings through negotiation and pre-paying the costlier loans.

3. Existing lending rates were reviewed at regular quarterly intervals in view of the changes in interest rate scenario.

4. The Capital Adequacy Ratio of the Company was 16.54 percent as against prescribed norms of 12 percent by National Housing Bank.

5. Apart from wide marketing network comprising Direct Selling Agents (DSAs), Home Loan Agents (HLAs) and Customer Relationship Associates (CRAs), wholly owned subsidiary, LICHFL Financial Services Limited also distributes the Company’s products.

6. The Company is monitoring recovery of dues from customers very closely.

7. The total NPA as on the year end was Rs.471.22 crore. The gross NPA ratio in retail loan segment stood at the lowest level of 0.32% as on 31.03.2013.
Performance

- The Company generated a total Income of Rs.7,658.88 crore during F.Y. 2012-13, out of which, revenue from housing finance operations comprised Rs.7,575.92 crore.

- The Profit before Tax amounted to Rs.1,373.56 crore and the Profit after Tax was Rs.1,023.20 crore.

- Considering the good performance during the financial year 2012-13 the Board of Directors has recommended a dividend of 190 percent i.e. Rs.3.80 per equity share of Rs.2/- each. The Net Worth of your Company stands at Rs.6,481 crore, showing a growth of over 14 percent over the preceding year. The Book Value of Share as on 31st March, 2013 stood at Rs.128.43 while the Earning Per Share was Rs.20.28.

- Market capitalization of the Company were subject to the sharp movements of share price at the Stock Exchanges and as on 31.03.2013 it was Rs.11,352.39 crore on the basis of the closing share price of Rs.224.95 at BSE.

Subsidiary Companies

1. LICHFL Care Homes Limited

   To address the crying need of housing for the senior citizens of the country, the Company had promoted LICHFL Care Homes Limited, to
establish and operate assisted community living centers. LICHFL Care Homes Limited was incorporated on 11th September, 2001. It launched its eco-friendly pilot project in Bangalore with cost-effective independent cottages and all other on-campus amenities, fully structured and self-contained to address every possible need of residents. It has library, community centre, home theatre, meditation centre, and doctors on call an ambulance to take the ailing to the nearest city Medicare centre-all that would make the lives of senior citizens comfortable and satisfying. New such projects are planned in Bhubaneshwar and Jaipur and the company is in the process of finalizing the purchase of land for a few more projects.

2. **LICHFL Financial Services Limited**

LICHFL Financial Services Limited was incorporated on 31st October, 2007 for undertaking non fund based activities like marketing of housing loans, insurance products, credit card, mutual fund, personal loan etc. It has become operational in 2008-09 and has already opened five offices in Maharashtra and plans to open at least another thirty offices during 2009-10.

3. **LICHFL Trustee Company Private Limited**

LICHFL Trustee Company Private Limited was incorporated on 5th March, 2008 for undertaking the business of trustees of venture capital trust, funds-in India and offshore fund. The Company would very soon
launch its operations - act as trustee of the fund raised through private placement, public offer etc.

4. **LICHFL Asset Management Company Private Limited**

LICHFL Asset Management Company Private Limited was incorporated on 14th February, 2008 for undertaking the business of managing, advising, administering venture funds, unit trust, investment trust in India as well as abroad. The Company would launch its operations very soon.

LICHFL has been ranked 5th as per total income in the FIs/NBFCs/Financial Services sector in the Dun & Bradstreet India's Top 500 Companies 2014.

**Awards.**

1. Shri V. K. Sharma, D&CE, LIC Housing Finance Ltd. receiving "Outstanding Company in Home Finance" award, on 16th September, 2012 at Chennai.

2. Shri V. K. Sharma, Director & Chief Executive, LIC Housing Finance Ltd. receiving award from Dr. K Rosaiah, Governor of Tamil Nadu for “Outstanding Company in Home Finance”, on 16th September, 2012 at Chennai.