Most Important Terms and Conditions (MITC)
(Housing Loans & Home Equity Loans/Loan Against Property)

Application No: **Product Type:** **: Date:**

Applicants & Co-applicants:

- _____
- Others, _____
- Other major terms and conditions of the housing loan (other than KFS) with reference to the sanction letter and related loan documents agreed between aforementioned applicants, Co-Applicants and Sitaara Housing Finance Limited (SITAARA) (Formerly known as Sewa Grih Rin Limited) (hereinafter referred to as "**SITAARA**", "**Company**", or "**Lender**") are as under:

1. **Details of the Loan**

Sanctioned Loan Amount	Rupees **INR** _____**(INR only)**
Purpose of Loan / Desired use of loan amount	
Rate of interest	Applicable ROI_____% Benchmark (PLR) _____% Spread_____%
Types of Rate of Interest	Fixed/Floating/Tiered
Tenure of Loan	_____Months
Note: 1. Tenure is subject to change with a change in SITAARA prime lending rate in case of Floating rate/Tiered rate loans. 2. Loan tenure mentioned above is exclusive of Pre-EMI tenure.	
Equated Monthly Installment (EMI):	INR _____(INR only
Due Date of EMI	3rd of every month

Date of reset of interest	Reset frequency to be decided by SITAARA from time to time based on customer and product type, prevailing market conditions and guidelines issued by any statutory authority or as per change in internal policy of SITAARA. Any change in the interest rate shall be notified by SITAARA through its website or via medium of SMS/Email etc. in vernacular language.

Any Moratorium or Subsidy Applicable to this Loan	YES/NO

2. **Fees and Other Charges:**

(a) The cost of stamp papers and notarization required for loan processing, execution of the loan agreement, or disbursal of the loan shall be borne by the applicants/co-applicants.

(b) Additional charges such as technical fees, legal fees, documentation charges, and Post Disbursement Document (PDD) charges shall be levied over and above the applicable administrative fee.

(c) In case of loan default, the borrower/co-borrower must reimburse SITAARA for all related costs, including but not limited to legal, court, travel, and administrative expenses. These will be added to the loan balance. Applicants are advised to collect official receipts for all payments made to SITAARA**.**

(d) For any updates to the terms and conditions, please refer to our official website.

You may also contact the Customer Account Officer at your nearest SITAARA branch office for assistance.

FEES & CHARGES (exclusive of GST)
The fees and charges listed herein are subject to change at the sole discretion of Sitaara Housing Finance Limited (Formerly known as Sewa Grih Rin Limited) (SITAARA). Any revision in these charges will be communicated to the applicants/co-applicants through updates made on SITAARA's official website. All the mentioned charges (except for bouncing charges) are exclusive of GST, which shall be levied additionally as applicable. For the purpose of this Schedule of Charges, applicants and co-applicants are invariably referred to as "borrowers" and "co-borrowers."

Sitaara

S.no	Particulars/Head	Fees & Charges	Frequency	When Payable	Description
1	Login Fee	Home Loans: Upto Rs. 2000 Non Home Loans : Upto Rs. 3000	Once	At application	Login fee is payable at the time of Application. These charges are Non-Refundable.
2	Administrative Fee (AF)	Charged upto 4% of sanction amount	Once	At Application	AF is payable at the time of Sanction towards administrative charges, CERSAI charges (as applicable) & other incidental charges
3	Bouncing charges per transaction on Cheque / ECS / ACH / DDM	A charge of up to ₹500 (Rupees Five Hundred only) per instrument per bounce may be levied, subject to a maximum of one such charge per instrument in a calendar month.	Restricted to one instance per calendar month	On Cheque / NACH / SI bounce	Dishonour charges shall apply on the return/bounce of any cheque, ECS/NACH/ACH mandate, DDM, or other banking instrument issued by the borrower and/or co-borrower(s), limited to one charge per loan account per calendar month.
4	Technical fee	Charged upto 3000/- (Rupees Three Thousand only) for HL Charged upto 3500/- (Rupees Three Thousand Five Hundred only) for Non HL	On incurring expenses	On every occurrence	Technical Fee as mentioned shall be charged in addition to the Administrative Fee. These charges are Non-Refundable.
5	Technical Fee for each Tranche disbursement	Charged upto 700/- (Rupees Seven Hundred Only)	On incurring expenses	On every occurrence	This amount as mentioned shall be charged for each and every tranche disbursal.
6	Legal fee	Charged upto 3000/- (Rupees Three Thousand only) for HL Charged upto 3500/- (Rupees Three Thousand Five Hundred only) for Non HL	On incurring expenses	On every occurrence	Legal Fee as mentioned shall be charged in addition to the Administrative Fee. These charges are Non-Refundable.

7	Statement of Account	Nil	Issued at least once per calendar quarter; also available to customers upon request through the Company's designated channels.	Not Applicable	The Company provides Statements of Account to all customers on a quarterly basis without any charge. Customers may also access and download their loan account statements at any time, free of cost, through the Sitaara Service App available on the Google Play Store via the following link: https://play.google.com/store/apps/details?id=com.sgrlimited.sitara_consumer_app
8	Penal Charges for delayed payment, after Due Date/Late payment charges (EMI)	a. Housing Loan - Penal Charge upto Re. 1 per day for every Rs. 1,000 overdue (excluding GST) b. Loan against property - Penal Charge upto Re. 1 per day for every Rs. 1,000 overdue (excluding GST)	Monthly	On recognition by Lender	Additional charges payable on default
9	Charges for document retrieval. (Photocopy)	Charged upto Rs. 500/- (Rupees Five Hundred Only)	Event	On every request	Upon your application for retrieval of original documents and further request for photocopy of your property papers mortgaged with Sitaara Housing Finance Limited (Formerly known as Sewa Grih Rin Limited) or for sighting of documents in front of our authorised personnel at branch / HO, all is chargeable @ Rs.500 /- shall be applicable.
10	Charges for	Charged upto Rs	Event	On every request	Upon your application for a

	Retrieval of LOD (List of documents deposited- SITAARA) Duplicate copy	500/-- (Rupees Five Hundred Only)			duplicate copy of your LOD (List Of Documents), that is, list of property papers and other documents being deposited with SITAARA for the creation of mortgages, which is chargeable @ Rs.500 /- per LOD shall be applicable.
11	Charge for No Dues Certificate / Duplicate NOC	Charged upto Rs 500/-- (Rupees Five Hundred Only)	Event	On every request	Upon borrowers' request, branch can issue Duplicate NOC / No Dues Certificate @ Rs.500/-only.
12	Bank Account Swapping Charges	Charged upto Rs 500/-- (Rupees Five Hundred Only)	Event	On every request	Upon borrower's request SITAARA would consider swapping of Bank account in an existing loan. Charges for availing this facility would be Rs. 500 (Charges are not applicable where reason of swapping is – a) Repayment mode change from PDC to NACH b) Non-CTS to CTS bank or c) Non-MICR to MICR Clearing.)
13	Conversion Fee (Fixed to Floating ROI Or Vice versa)	Fee upto 2% of loan outstanding & 1.5% of rate increase from existing fixed rate	Event	Once on every part payment occurrence	Charges for the Rate type conversion from Fixed to Floating Please Note: The option to switch between floating and fixed interest rates (and vice versa) may be exercised only once within a rolling block of two years during the loan tenure .
15	Switch Fee	Upto 2% of loan outstanding	Event	On every change in interest rate	Charges to be paid for the rate reduction in the loan basis customer request.
16	Covenant Charges		Event	On every Occurrence	
(a)	PDD delay penalty (critical/ title documents)	#100 per day/3000/- (Monthly)	90 days from first payment/ cheque encashment	On Non-Compliance any one or all heads in the category as per legal	

			date	requirement (HL/LAP).	
(b)	PDD delay penalty (Other than critical/ title documents)	#100 per day/3000/- (Monthly)	90 days from first payment/ cheque encashment date	On Non-Compliance any one or all heads in the category as per legal requirement (HL/LAP)	
Loans sanctioned or renewed on or before December 31st, 2025					
18	Purpose/Prepaid or Pre-closed Through	Interest Type	Event	As may be applicable	
	Housing Loans/ Non- Housing Loans to individual borrowers for purpose other than business.	Floating Rate - "NIL" charges			Loan Prepayment Charges on amount of Prepayment (Payable at the time of prepayment of loan)
	For all types of Loans where end use is for business purpose or where the borrower is not individual	Floating Rate: upto 4% of the Loan Amount Paid			
	Housing Loans prepaid/ pre-closed through 'Own Sources' of the Borrower(s)	Fixed Rate: "NIL" charges			
	Housing Loans prepaid/ pre-closed through Other Sources OR Non-Housing Loans with any purpose.	Fixed Rate: upto 4% of the Loan Amount Paid			
	Loans sanctioned or renewed on or after January 01st, 2026				
	Purpose/Prepaid or Pre-closed Through	Interest Type	Event	As may be applicable	

	Housing Loans/ Non- Housing Loans to individual borrowers for purpose other than business / Non-Housing Loans to individuals and MSMEs for business purpose, with sanctioned amount / limit upto Rs. 50 Lakhs.	Floating Rate - "NIL" charges			
	Business purpose loans with sanctioned amount / limit above Rs. 50 Lakhs to individuals or MSMEs; or where the borrower is not individual	Floating Rate: upto 4% of the Loan Amount Paid			Loan Prepayment Charges on amount of Prepayment (Payable at the time of prepayment of loan)
	Housing Loans prepaid/ pre-closed through 'Own Sources' of the Borrower(s)	Fixed Rate: "NIL" charges			
	Housing Loans prepaid/ pre-closed through Other Sources OR Non-Housing Loans for any purpose.	Fixed Rate: upto 4% of the Loan Amount Paid			
		Notes: 1. The expression "Own Sources" for the purpose means any source other than by borrowing from a bank/ HFC/ NBFC and/or a financial institution. 2. All dual/ special rate (combination of fixed and floating) housing loans will attract the pre-closure norms applicable to fixed/ floating rate depending on whether at the time of pre-closure, the loan is on fixed or floating rate. In case of a dual/ special rate housing loans, the pre-closure			

		norm for floating rate will apply once the loan has been converted into floating rate loan, after the expiry of the fixed interest rate period. 3. It is also clarified that a fixed rate loan is one where the rate is fixed for the entire duration of the loan."

2. Security For the Loan

- Your Property, which is situated at _____shall be kept under mortgage with SITAARA (on first charge basis) till the complete payment of loan amount. Applicants/Borrowers are required to submit all documents related to this property in original / photocopy as may be required by the Company.

- Personal Guarantee Provided By

- Details of other Security, if any

3. **Conditions for Loan disbursement:**

The loan amount shall be disbursed subject to the fulfillment of below mentioned conditions:

- Submission of all the relevant documents as mentioned by SITAARA in the Sanction letter/ Loan Agreement.
- Completion of Legal and Technical assessment of the property.
- Payment of own contribution by the Applicants (Difference in loan amount and total cost to the customer/-Applicant)
- Undertaking by the Applicant to regularly provide information to SITAARA regarding the dues/taxes/duties pertaining to the collateral security/property.
- Construction must be carried out in authorized areas in accordance with applicable bye-laws. All necessary permissions must be obtained or applied for by the applicant(s) and/or developer. In case of property purchase, the applicant(s) must verify compliance. Fulfillment of all Other Terms & Conditions required as per the Sanction letter, Home Loan Agreement, legal & technical reports and aspects within the subject.
- SITAARA reserves the right to decline the loan disbursement until the sanction loan amount is transferred to the applicant's/borrower's account. Further, SITAARA also reserves the right to share credit performance details of Applicants'/borrowers' loan account with Credit Information Bureau of India Limited and with other authorized agencies.
- The Applicants acknowledge and consent that this MITC may be executed and accepted through electronic means, including but not limited to digital signatures, one-time password (OTP) verification, click-to-accept mechanisms, or any other method permitted under applicable law, including the Information Technology Act, 2000 and its rules, as amended. Such electronic execution shall have the same legal effect and enforceability as physical signatures. A copy of this MITC provided in electronic form shall be treated as the original for all legal and evidentiary purposes.

4. **Information related to Insurance**

Applicants/Borrowers are advised to obtain an insurance cover for the property mortgaged with Sitaara Housing Finance Limited (Formerly known as Sewa Grih Rin Limited) (SITAARA), for a duration at least equal to the loan tenure and for a sum insured equivalent to the sanctioned loan amount. The insurance policy should be assigned in favor of SITAARA. Details to be provided by the applicant/borrower:

a) Name of the Insurance Company where the property is insured and assigned to SITAARA
b) Value of the Insurance Cover
c) Other Terms and Conditions of the Insurance Policy:

Note: Insurance *is a subject matter of solicitation.*

5. **Subsidy:**

- Applicants/Borrowers acknowledge that they have been informed about the Credit Linked Subsidy Scheme (CLSS) under the Pradhan Mantri Awas Yojana (PMAY). They understand that eligibility under this scheme is subject to verification and confirmation by the concerned government authorities. If eligible, the subsidy benefit will be extended as per the applicable rules of the CLSS program.
- Applicants/ Borrowers further acknowledge that coverage under this scheme is governed solely by the conditions laid down by the Government of India, and Sitaara Housing Finance Limited (Formerly known as Sewa Grih Rin Limited) (SITAARA) has no control over the approval, processing, or disbursement of the subsidy.
- Upon receipt of the subsidy under CLSS–PMAY, the Equated Monthly Instalment (EMI) shall be mandatorily revised downward, and a new repayment schedule along with applicable terms and conditions shall be communicated for acknowledgment.
- Applicants/Borrowers also understand that in the event of default, they shall be liable to repay the full outstanding loan amount as per the original sanctioned and disbursed schedule. This includes

both the remaining loan balance with SITAARA and the subsidy amount credited by the government. Therefore, the entire disbursed amount comprising the SITAARA loan and the government subsidy is recoverable from the borrower/beneficiary.

6. **Repayment of Loan Amount and Interest**

- Simple Interest in the form of Pre-EMI shall be payable on the disbursed Loan amount from the date/respective dates of disbursement to the date immediately prior to the date of commencement of EMI either through ECS/PDC/ACH/DDM.
- Loan amount shall be repaid in ( ) Months, ( ) Equal monthly installments of Rupees ( ) which shall start from the next month of the date when full loan amount is disbursed.

- Applicants/Borrowers shall be duly informed of any change in the applicable rate of interest through written communication, phone calls, or any other appropriate means. Upon such change, applicants/borrowers are required to contact the nearest Sitaara Housing Finance Ltd. branch to revise the instalment amount or loan tenure in accordance with the revised rate of interest. In case of any objection or concern regarding the revised terms, applicants/borrowers may contact the SITAARA branch for clarification or resolution. If no response is received within a reasonable period of 15 (fifteen) calendar days from the date of communication, the revised terms shall be deemed accepted and implemented as per the internal policy of SITAARA Brief of recovery process of balance instalments.

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7. **Brief of recovery process of balance instalments.**

- Applicants/Borrowers may be reminded through phone calls or messages on the mobile number provided to deposit sufficient funds in their bank account to ensure timely payment of EMIs.
- In case the banking instrument (such as ECS, ACH, PDC, or any other mode) provided by the applicant/borrower for EMI payment is dishonoured by the bank, a follow-up reminder may be sent

via phone call or message. The applicant/borrower shall be required to deposit the overdue amount along with applicable cheque/instrument dishonour charges at the nearest branch office of Sitaara Housing Finance Limited (Formerly known as Sewa Grih Rin Limited) (SITAARA).

- SITAARA employees may visit the applicant/borrower's residence or workplace to collect the outstanding dues, if necessary.
- If the applicant/borrower fails to pay the total due amount within the specified time limit, SITAARA shall be entitled to initiate appropriate legal action against the Applicant/borrower and/or co-borrowers, in accordance with the loan agreement and other executed security documents. Legal action may include proceedings under Section 138 of the Negotiable Instruments Act and/or the SARFAESI Act, depending on the case.
- The mortgaged property may be possessed and/or sold to recover the outstanding loan amount, as per applicable laws, judicial directions, or court orders.

8. Date of issuing annual outstanding balance statement:

- Annual outstanding balance statements will be issued to the applicants/borrowers during the first quarter of the subsequent financial year.

9. Acceptable Modes of Communication

- "Acceptable Modes of Communication" with reference to Applicants/Borrowers shall mean any of the following methods used by Sitaara Housing Finance Limited (Formerly known as Sewa Grih Rin Limited) (SITAARA) to communicate important information, notices, or updates:

  (a) Telephonic call or text message sent to the registered mobile number or landline as specified in Schedule I of the loan agreement or related ancillary documents.

  (b) Email sent to the registered email address of the Applicant/borrower as specified in Schedule I of the loan agreement or related ancillary documents.

  (c) Written notice sent by courier or post to the registered postal address of the applicant/borrower.

  (d) Text message or communication through social media platforms such as WhatsApp, or any other approved electronic mode.

  (e) Notification published by SITAARA on its official website.

  Any communication made through the above modes shall be deemed to have been duly delivered and acknowledged by the applicant/borrower.

10. Customer Services during the Loan duration

- Applicants/Borrowers may visit the branch office between 09:30 AM and 06:30 PM on any working

day to seek assistance.

- Applicants/Borrowers may contact the Customer Account Officer at the branch for any queries or support related to their loan account.
- **Other Conditions**:

- Applicants/Borrowers may collect the **statement of account** related to their loan from the Customer Service Officer within **15 working days** from the date of payment of the specified fee.
- The **foreclosure letter** and the **list of documents** shall be processed within **21 working days** from the date of payment of the specified fee.
- Applicants/Borrowers may request a **photocopy of property ownership documents** kept as mortgage with Sitaara Housing Finance Limited (Formerly known as Sewa Grih Rin Limited) (SITAARA) by submitting a written request along with the specified fee. The photocopy shall be made available within **15 working days** from the date of payment.
- For **closed or matured loans**, the **original documents** shall be returned within **30 days** from the date of loan closure, subject to receipt of the complete outstanding amount in SITAARA's bank account. These documents may be collected from the branch where the loan was disbursed or from another branch of the applicant's/ borrower's choice, as specified at the time of foreclosure.
- In the event of the demise of the property owner(s) after the closure of the loan, the **original property documents** held by Sitaara Housing Finance Limited (Formerly known as Sewa Grih Rin Limited) (SITAARA) shall be handed over to the **legal heir(s)** upon submission of **requisite documents**, including but not limited to: (i) Death certificate of the property owner; (ii) Proof of legal heirship (such as succession certificate, legal heir certificate, or registered will) ; (iii) Identity and address proof of the legal heir(s); (iv) Any other document as may be required by SITAARA for verification. The legal heir(s) may collect the documents from the SITAARA branch where the loan was disbursed or from another branch of their choice, as specified during the claim process.
- Applicants/Borrowers may refer to the official SITAARA website for the **updated list of branch addresses**.

The **Most Important Terms and Conditions (MITC)** form an integral part of SITAARA's credit policy.

11. **GRIEVANCE REDRESSAL PROCESS:**

Level 1	If the customer is having any grievance or any query, he may contract the branch or may write to us at customer.care@sitaara.in / complaints@sitaara.in or call us at our toll free Number: 1800113909. We are committed to resolving customer's queries/issues within 15 days (some of the scenarios requiring more time will take maximum of 30 days.)
Level 2	If the customer is not satisfied with the resolution provided at level 1 or time period of 7 days after lodging complaint has lapsed. He may post his/her complaint to the 1st escalation level at compliance@sitaara.in
Level 3	If the customer is not satisfied with the resolution provided at level 2 or time period of 7 days after lodging complaint at level 2 has lapsed, the customer may post his/her complaint to the Grievance Redressal Officer a sgrlgro@sitaara.in Alternatively, the customers may write to Grievance Redressal Officer - Mr. Neeraj Kumar Gautam **Registered Office -** 1st Floor, 216/C-12, Old No. C-12, Plot No. 13-B, Guru Nanak Pura, Laxmi Nagar, Delhi – 110092 Phone: 011-4352-1832
Level 4	In case of non-redressal of the complaint to the customer's satisfaction or non addressal of the compliant, within 30 days from the date of complaint, the customer may approach the National Housing Bank by lodging its complaint in online mode at the link https://grids.nhbonline.org.in or in offline mode by post at address given below, in the prescribed format available under the Grievances section at https://nhb.org.in/ **The General Manager** **National Housing Bank**, Complaint Redressal Cell 4th Floor, Core-5A, India Habitat Centre, Lodhi Road, New Delhi- 110003

You will receive an acknowledgement / response within [2 business days] of receiving your communication. Anonymous Complaints and complaints from third party will not be entertained.

12. Dispute Resolution:

The Loan Agreement provides for Arbitration as means of dispute resolution.

a) In the event of any dispute or disagreement arising out of the loan transaction, the matter shall be resolved through **Arbitration**, as provided under the Loan Agreement and in accordance with the

provisions of the **Arbitration and Conciliation Act, 1996**, as amended from time to time.The place of arbitration, language of proceedings, and appointment of arbitrator(s) shall be as specified in the Loan Agreement executed between the Applicant/borrower and Sitaara Housing Finance Limited (Formerly known as Sewa Grih Rin Limited) (SITAARA).

b) This provision shall not restrict or limit the Company's right to initiate any other legal remedy, including but not limited to proceedings under applicable laws such as the SARFAESI Act or the Negotiable Instruments Act, in the event of default, as provided in the Loan Agreement and other security documents.

The Loan agreement provides for Arbitration as means of dispute resolution.

This document contains only a summary of certain important terms of the loan and security transaction between the Applicants and the Company. Hence, it is agreed that for detailed terms and conditions of the loans, the Applicants shall refer to and rely upon the Loan agreement and the security documents executed / being executed by them with the Company.

Acknowledgment and Declaration

The applicants hereby confirm the following:

a) They have read and understood all the terms and conditions mentioned above. It is hereby agreed that for detailed terms and conditions of the loan, the parties hereto shall refer to and rely upon the loan and other security documents executed/ to be executed by them.

b) The terms and conditions have been read out and explained in vernacular language by Mr./Mrs./Ms._____(Customer Account Officer), and have been understood by them.

c) The Applicants confirm that they have received a copy of this document.

d) All fees and charges mentioned are exclusive of GST and other applicable government taxes, levies, etc. These are subject to change at the sole discretion of Sitaara Housing Finance Limited (Formerly known as Sewa Grih Rin Limited) (SITAARA). Any revisions shall be updated on the Company's website: www.sitaara.in.

e) Vernacular versions of the MITC are available on the Company's website. Applicants have been informed of this option.

f) This MITC and all Transaction Documents may be executed electronically, including via digital signature, electronic authentication, OTP, or other modes permitted under the Information Technology Act, 2000. Such execution shall be valid and binding as if signed physically. The Lender's system records (including OTP logs and confirmations) shall be conclusive evidence of acceptance. The duplicate copy of this MITC shall be provided in durable electronic form, and a physical copy may be issued upon request.

Digital Signature/ Physical Signatures / Thumb Impression of above-mentioned Applicants and Co-Applicants

For and on behalf of the Applicant(s) and Co Applicants

Authorized Signatory

For
SITAARA HOUSING FINANCE LIMITED
(FORMERLY KNOWN AS SEWA GRIH RIN LIMITED).

Authorized Signatory