

CUSTOMER COMPLAINT REDRESSAL PROCESS

We are committed to addressing your concerns effectively and in a timely manner.

1 LEVEL LODGE YOUR COMPLAINT

Customers may lodge a complaint through any of the following channels:



Call / Phone

Customer Care Number
1800-103-6324



Email

Query.chfl@centrum.co.in



In Person

You can visit our Centrum Housing Finance Limited nearest branch and raise your Request/Complaint



Letter / Post

To Nearest Branch or to The Customer Care Department, Centrum Housing Finance Limited 301, 3rd Floor, Harbhajan Commercial Premise CST Road, Kalina, Santacruz East, Mumbai - 400098

2 LEVEL LODGE YOUR COMPLAINT

Approach the following to lodge your complaint:



Customer Grievance Redressal Officer

Write on GRO.CHFL@centrum.co.in
Contact No: +91 86577-29808

3 LEVEL LODGE YOUR COMPLAINT



NHB Grievance Redressal

Register your complaint online with the National Housing Bank.
<https://grids.nhbonline.org.in/>

4 RESOLUTION TIMELINE



We acknowledge and respond to your query on the same working day.

- Primary level: We resolve your query and provide a resolution within 7 working days.
- Secondary level: If you are not satisfied with the Primary Level resolution, you may escalate your grievance to the Secondary Level. The resolution TAT at this level is 14 working days, with a total resolution timeline of up to 21 working days.

5 HIERARCHY OF OFFICIALS RESPONSIBLE FOR GRIEVANCE REDRESSAL

Hierarchy of Officials Responsible for Grievance Redressal

Customer Service Manager /
Branch Manager

First point of contact for complaint registration and resolution



Customer Grievance
Redressal Officer ("CGRO")

Final Escalation level

EXTERNAL ESCALATION IF STILL UNRESOLVED



If your complaint remains unresolved to your satisfaction, you may approach the regulatory authority:

The Grievance Redressal Department, National Housing Bank (NHB)

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

Website: <https://grids.nhbonline.org.in/>

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