

Aadhar Housing Finance Limited

CUSTOMER COMPLAINT REDRESSAL PROCESS MATRIX

WORKING HOURS



Call Centre Timings



9:30 AM – 6:30 PM

Monday to Saturday

Closed:

Sundays &

Public Holidays



Branch Timings

Monday to Friday



9:30 AM – 6:30 PM

Saturday



9:30 AM – 2:00 PM

(Except 2nd Saturday)

Closed:

Sundays, 2nd Saturdays

& Public Holidays



LEVEL 1

Customer Care / Branch



Purpose

To redress their grievances, customer / outsourcing agencies can lodge their complaint in writing with the Branch Manager of the Branch.



Complaint Registration

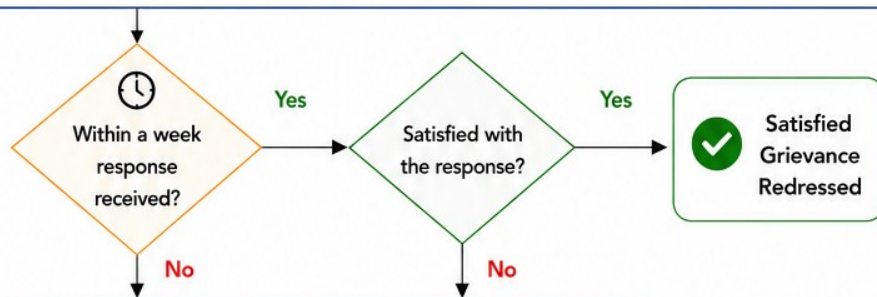
Complaint can also be registered by making an entry of the complaint/grievance in the complaint register maintained by the branch.



Other Channels

Customer/outsourcing agency can register their complaint at customercare@aadharhousing.com or call on our customer care no.

1800 3004 2020



LEVEL 2

Grievance Redressal Officer



Grievance Redressal Officer

- Aadhar Housing Finance Ltd.
- Registered Office: 2nd Floor, No.3, JWT Towers, 8th A Main Road, Sampangi Rama Nagar, Hudson Circle, Bengaluru, Karnataka - 560027.



Email ID

grievanceredressal.officer@aadharhousing.com



GRO Contact

7506971869



LEVEL 3

Complaint Redressal Cell, NHB



Address

4th Floor, Core 5-A,
India Habitat Centre,
Lodhi Road,
New Delhi – 110003.



Website

www.nhb.org.in

Link:

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



Offline Complaint Format

Available at link:

<http://www.nhb.org.in/GrievanceRedressalSystem/Lodging-Complaint-Against-HFCs-NHB%E2%80%93Physical-Mode.pdf>



Timely Action

We commit to resolving grievances within defined timelines.



Transparent Process

Clear escalation path for every complaint.



Customer First
Your satisfaction is our top priority.



Multiple Channels
Reach us via branch, email, phone or post.



Regulatory Compliance
Aligned with NHB guidelines for fair grievance redressal.

Customer Care No.: 1800 3004 2020



Email: customercare@aadharhousing.com