



HINDUJA HOUSING FINANCE

START

Customer registers grievance through any of the following channels

- Branch Office
- Toll Free No.: 1800 203 6898
- Email: customercare@hindujahousingfinance.com
- Website → Customer Care → Write to Us
- Written communication to HHF Office / Branch

Complaint is logged in HHF Complaint Management System (including complaints received physically at branches)

LEVEL 1

HHF acknowledges and investigates the complaint
Response / Resolution within 15 days

Customer Satisfied?

✓ YES

END

NO ✗

LEVEL 2

Escalate to Grievance Redressal Officer
Ms. Arthi Krishnamurthi
Grievance Redressal
Officer No.167-169, 2nd Floor, Anna Salai, Saidapet, Chennai – 600015
Email: grievance@hindujahousingfinance.com
Phone : 044-42947100

Final response or status update within 15 days

Customer Satisfied?

✓ YES

END

NO ✗

LEVEL 3

If no response within 30 days OR customer is dissatisfied, approach
National Housing Bank (NHB)
Online : <https://grids.nhbonline.org.in>
Complaint Redressal Cell National Housing Bank Department of Supervision
4th Floor, Core 5A, India Habitat Centre Lodhi Road, New Delhi – 110003

END