

Frequently Asked Questions (FAQs) on Grievance/Complaint Redressal Mechanism in CFHL

1	How do customers can lodge Complaint/Grievance in CFHL?	(i) Complaint can be lodged in CFHL online portal using the link https://www.canfinhomes.com/Grievance/GrievanceForm or (ii) In cases where internet facility is not available or even otherwise, customers are free to send their grievance by Post to the Grievance Redressal Department. There is no prescribed format. Address: Can Fin Homes Ltd, Grievance Redressal Department, No 29/1, Sir. M N Krishna Rao Road, Basavanagudi, Bengaluru 560004. or (iii) Customers can lodge complaint in the Complaint Register maintained at the Branch office. Or (iv) Complaint can be lodged at Grievance Redressal Department Telephone Number, 9606084362
2	How do Customers can track their Complaint/grievance?	Customers may track on the CFHL web-portal using the link https://www.canfinhomes.com/Grievance/GrievanceTrack and after providing unique complaint reference number or sending query e-mail to the home branch or to grievance.redressal@canfinhomes.com
3	What is the Timeline for redressal of a complaint/grievance?	30 days from the date of receipt of the complaint
4	What are the escalation matrix in case of non-Redressal or delay in redressal of complaint/grievance?	1st Level: Home Branch 2nd Level: Grievance Redressal Department, Registered Office – Bengaluru 3rd Level: National Housing Bank (NHB)
5	What are the options available for the customer who is not satisfied with the Redressal by the Branch or/and Grievance Redressal Department, CFHL, RO- Bengaluru?	The customer may approach the CRC – NHB or write to NHB at the following address and lodge a complaint online at the link http://grids.nhbonline.org.in OR in offline mode by post, in prescribed format available at link: https://nhb.org.in/citizencharter/Complaintform.pdf to following address: Complaint Redressal Cell, Department of Regulation and Supervision, National Housing Bank 4th Floor, Core – 5A, India Habitat Centre, New Delhi – 110 003.
6	What are the details of the Grievance Redressal Officer @ CFHL?	Shri. Jagadish U Bhat Grievance Redressal Officer Email: grievance.redressal@canfinhomes.com Phone: 9606084362