



Frequently Asked Questions on Grievance Redressal Mechanism in CFHL

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1. What are the contact details of CFHL Grievance Redressal Department?

Praveen K N - Manager
Registered Office
No 29/1, Sir M N Krishna Rao Road,
Basavanagudi, Bengaluru 560004.
Ph: 080 - 26570155
Email: grievance.redressal@canfinhomes.com

2. Where can the grievance be sent?

The grievance can be sent to: -Grievance Redressal Department – Registered Office, Bengaluru.

The above department receives grievance online through <https://www.canfinhomes.com/Grievance.aspx> as well as by post or by hand in person, from the customers.

3. How do Customers can lodge a grievance?

A grievance can be lodged in CFHL online web-portal <https://www.canfinhomes.com/Grievance.aspx>. 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.

The grievance may be addressed to the Grievance Redressal Department.

4. How do customers track their grievance?

They may track on the CFHL web-portal using view status link and after providing unique complaint reference number/sending query e-mail to grievance.redressal@canfinhomes.com.

5. What is the time limit for redress of grievance?

30 days from the date of Acknowledgement of the grievance. In case of delay beyond 30 days, an interim reply with reasons for delay will be given and the grievance will be redressed within next 15 days.



6. What are the escalation hierarchy/Grievance Redressal Matrix in case of non Redressal of Grievance?

1st Level: Branch

2nd Level: Grievance Redressal Department

3rd Level: National Housing Bank (NHB)

7. Whether the complaints pertaining to DSA/Outsourced Agencies can also be lodged in the portal?

Yes.

8. What are the options available for customer who is not satisfied with the Redressal?

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.

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