

Grievance Redressal Mechanism - Grid

Shriram Housing Finance Limited had laid down the following mechanism for redressal of grievances of its customers. In a rare event of customer not being satisfied with the services of SHFL or through its DSA/recovery agents, customer may prefer to submit their grievances or queries, by following the following grid:

Level 1 – Branch / Toll Free Number/Email/ Mobile App / Customer Section over the website

The complainant can visit branch or call at 1800-102-4345 to register their complaint. The complaint can also be emailed at contact@shriramhousing.in or through the SHFL mobile app, which can be downloaded from play store.

Level 2 – Location Branch or Zonal Head - First Escalation

Branch Head can be contacted at the branch itself. The Zonal Head's number can be obtained from the respective branch or from the Toll Free number.

Level 3 – Grievance Redressal Officer – Second Escalation

In extraordinary circumstances, of your complaint is not yet resolved, you may write to the Grievance Redressal Officer through gs.agarwal@shriramhousing.in, or you may also write to him at the below mentioned address:

- ⇒ Mr. G. S. Agarwal,
Grievance Redressal Officer,
Shriram Housing Finance Limited,
Level 3, Wockhardt Towers, East Wing,
Bandra Kurla Complex, Mumbai 400051
Ph : 022 – 4241 0400

The customers are requested to necessarily provide Loan Account Number, Type and Details of Grievance/Query along with their phone no., & email-ID while lodging their query/grievance with the company. At every level mentioned in the grid above, the Company shall strive to provide final response within 7 working days. If more time is required, the Company will inform the Customer the expected timeline. If you are not satisfied with the reply/resolution provided by SHFL, at one level, or you do not receive any response, then you may escalate to the next level.

Level 4 – National Housing Bank – Third Escalation

In case the response given is still unsatisfactory the customer may approach NHB either through online mode at the link <https://grids.nhbonline.org.in> or through offline mode, in prescribed format, at the following address:

- ⇒ **National Housing Bank**
Department of Grievance Redressal
4th Floor, Core 5-A, India Habitat Centre
Lodhi Road, New Delhi - 110 003