



CUSTOMER GRIEVANCE REDRESSAL MECHANISM

WE ARE HERE TO ASSIST YOU. IF YOU HAVE ANY CONCERNS, PLEASE FOLLOW THE STEPS BELOW:



STEP 1

CONTACT BRANCH / CUSTOMER CARE

Visit your nearest branch
OR
Call / Email our Customer Care Team

Email: customersupport@agrimhfc.com

Phone: **9071983334**

Resolution within **7 working days**



STEP 2

ESCALATE TO GRIEVANCE REDRESSAL OFFICER (GRO)

If your complaint is not resolved satisfactorily:

Contact our
Grievance Redressal Officer

Name: **Tania Chatterjee**

Email: contact@agrimhfc.com

Phone: **9071983334**

Resolution within **14 working days**
from escalation



STEP 3

APPROACH NHB

If the issue remains unresolved within 30 days, you may escalate to:

National Housing Bank (NHB)
(Statutory Regulator for Housing Finance Companies)

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

Email: crCELL@nhb.org.in

IMPORTANT INFORMATION



Please mention your Loan Account Number (LAN) in all communications.



Keep copies of all correspondence for reference.



Complaints can be lodged free of cost.

OUR COMMITMENT



We are committed to providing **fair, transparent, and prompt resolution to all customer grievances.**

Your trust is our priority. | Together, let's build your dream home.