

Grievance Redressal Mechanism

Step: 1

Name	Department	Address	Contact Details	Email ID
Ms. Sangeeta	Customer Service (ITI Housing Finance Limited-Customer Care Department)	ITI House 36, Dr. RK Shirodkar Road Parel, Mumbai – 400 012 Maharashtra India	022-6621 4837 / 022-4027 3600 / Mb + 8657998360	contactus@itihousing.com and complaints@itihousing.com

Step: 2

Name	Department	Address	Contact Details	Email ID
Ms. Priya Shukla	Grievance Redressal Officer	ITI House 36, Dr. RK Shirodkar Road Parel, Mumbai – 400 012 Maharashtra India	022-6621 4837 / 022-4027 3600 Mb: 9479742108/8349988894	compliance@itihousing.com

Step: 3

If customer do not receive any response from the IHFL within a reasonable period of time or dissatisfied with the response received, customer may approach to National Housing Bank for redressal of the complaint either by online mode or offline mode.

- i) Online Mode - <https://grids.nhbonline.org.in>

OR

- ii) In offline mode by post, in prescribed format available at link https://nhb.org.in/citizencharter/Complaint_form.pdf which is addressed to

To,
Complaint Redressal Cell,
Department of Regulation and Supervision,
National Housing Bank,
Core 5 A, India Habitat Center, Lodhi Road, New
Delhi – 110 003
Email: crcell@nhb.org.in