

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

1	How do customers can lodge Complaint/Grievance in CFHL?	<p>(i) Complaint can be lodged in CFHL online portal using the link <a href="https://www.canfinhomes.com/Grievance/GrievanceForm">https://www.canfinhomes.com/Grievance/GrievanceForm</a> or</p> <p>(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. <u>Address:</u> Can Fin Homes Ltd, Grievance Redressal Department, No 29/1, Sir. M N Krishna Rao Road, Basavanagudi, Bengaluru 560004. or</p> <p>(iii) Customers can lodge complaint in the Complaint Register maintained at the Branch office. or</p> <p>(iv) Complaint can be lodged at Grievance Redressal Department Telephone Number, 096060843624.</p>
2	How do Customers can track their Complaint/grievance?	Customers may track on the CFHL web-portal using the link <a href="https://www.canfinhomes.com/Grievance/GrievanceTrack">https://www.canfinhomes.com/Grievance/GrievanceTrack</a> and after providing unique complaint reference number or sending query e-mail to the home branch or to <a href="mailto:grievance.redressal@canfinhomes.com">grievance.redressal@canfinhomes.com</a>
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?	<p>1<sup>st</sup> Level: Home Branch 2<sup>nd</sup> Level: Grievance Redressal Department, Registered Office – Bengaluru 3<sup>rd</sup> Level: National Housing Bank (NHB)</p>
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 <a href="http://grids.nhbonline.org.in">http://grids.nhbonline.org.in</a> OR in offline mode by post, in prescribed format available at link: <a href="https://nhb.org.in/citizencharter/Complaintform.pdf">https://nhb.org.in/citizencharter/Complaintform.pdf</a> 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?	R Madhu Kumar Grievance Redressal Officer Email: <a href="mailto:grievance.redressal@canfinhomes.com">grievance.redressal@canfinhomes.com</a> Phone: 09606084362