

CUSTOMER GRIEVANCE REDRESSAL MECHANISM

At MRHFL, it is our endeavor to provide the best customer service. We provide customers easy access to information, products and services and means to get grievances redressed. Please tell us if you are not satisfied with your Experience.

Let Us Help You...



Speak to our Customer Care Team.



- Call us on our Toll Free No.
☎ **1800 233 5333**
(Monday to Saturday - 9am to 6pm)
- Get your complaint logged in and seek a complaint ticket ID for further follow-up at your nearest MRHFL branch.



We have an effective monitoring /escalation mechanism to the senior levels to ensure that your complaint is resolved at the earliest. If resolution of your complaint takes more than 20 days you will be intimated about it stating the reason for the same.



If you have not received any update on your complaint for 20 days or if at any point of time you are not happy with the resolution provided to you, reach out to the "Grievance Redressal Officer" at the Corporate office.

Ms. Shital Vekaria
(Grievance Redressal Officer)

Mahindra Rural housing Finance Ltd.
Sadhana House, 2nd Floor,
570, P.B. Marg, Worli Mumbai 400 018.
Tel: (022)-6652 3500
Fax: (022) - 24972741

✉ Email us at:
MRHFLHOCOMPLAINT@mahindra.com



If you are still not happy with the resolution provided, you can directly approach the regulatory authority of Housing Finance Companies, National Housing Bank for redressal of your complaints at following address or lodge online through GRIDS using NHB's website.

National Housing Bank,
Department of Regulation & Supervision,
(Complaint Redressal Cell),
4th Floor, Core-5A, India Habitat Centre,
Lodhi Road,
New Delhi – 110 003

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