

Customer Grievance Redressal Mechanism

At MRHFL, it is our endeavor to provide the best customer service. We provide customers with easy access to information, products and services and means to get grievances redressed. The grievance redressal cell will also help customers in case of any issues pertaining to outsourced agencies.

We will Help you.....



Speak to our customer care team



Get your complaint logged in through any mode.

- Call us on our Toll-free no. 1800 233 5333 (Monday to Saturday 9:00 am to 6:00 pm)
- Email: Mrhfl.CC@MahindraHomeFinance.com
- Social Media
- Walk-in to your closest 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. (Our turnaround time is 20 days for all complaints)



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.

Mr. Swapnil Patil
(Grievance Redressal Officer)

Mahindra Rural Housing Finance Ltd.

Unit No. 203, Amity Building,
Piramal Corporate Park, Kamani Junction,
Opp. Fire Station, L.B.S. Marg, Kamani,
Kurla West, Mumbai - 400 070.

Tel: (022)-6292 9800

Email us at:

MrhflHoComplaint@MahindraHomeFinance.com



If you have not received any update on your complaint for a month or if you are not happy with the resolution provided, you can approach National Housing Bank for redressal of your complaints at the following address or lodge online through GRIDS using NHB's website.

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

Website:

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

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