



## GRIEVANCE REDRESSAL MECHANISM

CUSTOMERS ARE REQUESTED TO APPROACH THE BRANCH MANAGER IN CASE OF ANY GRIEVANCE. IF NOT SATISFIED, THEY MAY ESCALATE THE ISSUE TO:

1. LEVEL I - CORPORATE OFFICE
2. LEVEL II – HEAD OFFICE

LEVEL-I	LEVEL-II
<b>CHIEF OPERATING OFFICER</b>	<b>MANAGING DIRECTOR</b>
<b>ADDRESS:</b>  Navarathna Housing Finance Limited Flat No.3, First floor, Aarthi Arcade, No.114, Dr.Radhakrishnan Salai, Mylapore, Chennai-600004.	<b>ADDRESS:</b>  No. 2/102, Third Street (First Floor) Karpagam Avenue, RA Puram, Chennai – 600 028.
<b>CONTACT.NO:</b>  044-28113336 9884658222	<b>CONTACT.NO:</b>  044-4202-0942 044-4207-3710
<b>E-mail- ID:</b>  <a href="mailto:coo.nhfl@gmail.com">coo.nhfl@gmail.com</a>	<b>E-mail- ID:</b>  navarathinahousing@gmail.com

IF COMPLAINTS ARE NOT RESOLVED WITHIN 30 DAYS, CUSTOMERS MAY APPROACH NATIONAL HOUSING BANK ON THE FOLLOWING ADDRESS:

NATIONAL HOUSING BANK, DEPARTMENT OF REGULATION AND SUPERVISION (COMPLAINTS REDRESSAL CELL), CORE 5-A, 4<sup>TH</sup> FLOOR, INDIA HABITAT CENTRE, LODHI ROAD, NEW DELHI – 110003. **PHONE NO.** 011-24641173. **E-MAIL.ID:** crcell@nhb.org.in