

Escalation to Regulator

If the complainant does not receive response from the company within a period of one month or is dissatisfied with the response received, the complainant may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaints online on the website of NHB or through post to NHB, New Delhi. The details are as follows:

National Housing Bank,
Department of Regulation and Supervision (Complaint Redressal Cell)
4th Floor, Core-5A, India Habitat Centre,
Lodhi Road, New Delhi-110003.
www.nhb.org.in

Offline Mode : By post, in prescribed format available at the link under Citizen's Charter at <https://nhb.org.in>
>>> <https://nhb.org.in/wp-content/uploads/2021/08/complaint-form.pdf> or
https://nhb.org.in/citizencharter/Complaint_form.pdf

Online Mode : www.grids.nhbonline.org.in