

## Grievance Redressal

Any customer having a grievance/ complaint/ feedback with respect to the product and services offered by Roha Housing Finance Private Limited (hereinafter referred to as 'the Company') may write to the Company's Customer Service Department through any of the following channels:

- Call at 1800 266 2111
- Email ID: [customerservices@rohagroup.com](mailto:customerservices@rohagroup.com)
- You may write a letter at the address- Unit no 1117 & 1118, 11th Floor, World Trade Tower, Sector 16, Noida-201301.
- Website: [www.rohahousing.com](http://www.rohahousing.com)

### How a complaint should be made:

In order to resolve queries and complaints/ grievances, the Company laid down the following Grievance Redressal Mechanism.

**Level 1: Modes of Raising Complaint:** A customer may raise complaint in writing, orally, electronically or over telephone:

<b>Complaint in Person</b>	A complaint book is available at the branches. A customer can obtain it from the branch and record his /her grievances therein.
<b>Call us</b>	Complaints can also be logged at Call Centre on toll free number of the company at 1800 266 2111
<b>Email</b>	<a href="mailto:customerservices@rohagroup.com">customerservices@rohagroup.com</a>
<b>Write to us</b>	Customer care Cell, Roha Housing Finance Private Limited, Unit no 1117 & 1118, 11th Floor, World Trade Tower, Sector 16, Noida-201301.
<b>Website</b>	<a href="http://www.rohahousing.com">www.rohahousing.com</a>

### Level 2:

If the resolution of complaint provided at level 1 does not meet expectation or response is not received within the defined timescales; the customer can escalate complaint to [grievances@rohagroup.com](mailto:grievances@rohagroup.com).

At this level, a complaint is expected to be responded within 7 working days of receipt of complaint.

<b>Email</b>	<a href="mailto:grievances@rohagroup.com">grievances@rohagroup.com</a>
<b>Write to us</b>	Grievance Redressal Cell, Roha Housing Finance Private Limited, Unit no 1117 & 1118, 11th Floor, World Trade Tower, Sector 16, Noida-201301.
<b>Website</b>	<a href="http://www.rohahousing.com">www.rohahousing.com</a>

**Level 3:**

If the resolution of complaint provided at level 2 does not meet expectation or response is not received within the defined timescales, such complaints may be escalated to the below mentioned person:

**Mr. Sunil Kapoor**  
**Roha Housing Finance Private Limited**  
Unit no 1117 & 1118, 11th Floor,  
World Trade Tower,  
Sector 16, Noida-201301  
Email: [ceo.hf@rohagroup.com](mailto:ceo.hf@rohagroup.com)

At this level, a complaint is expected to be responded within 7 working days of receipt of complaint.

**Level 4:**

In case, a complaint is not redressed or the customer is dissatisfied with the response received, the customer may approach the Complaint Redressal Cell of the National Housing Bank by lodging its complaint in online mode at the link <https://grids.nhbonline.org.in> OR in offline/ physical mode by post, to the following address:

**The Complaint Redressal Cell,**  
**Department of Regulation and Supervision,**  
**National Housing Bank,**  
4th Floor, Core- 5A, India Habitat Centre,  
Lodhi Road, New Delhi-110003

The complaint can also be e-mailed at [crcell@nhb.org.in](mailto:crcell@nhb.org.in)

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