

WORKING HOURS **Call Centre Timings****Time:** 9:30 AM – 6:30 PM**Days:** Monday to Saturday**Closed:****Sunday, 2nd Saturday & Public Holiday** **Branch Timings****Time:** 9:30 AM – 6:30 PM**Days:** Monday to Saturday**Closed:****Sunday, 2nd Saturday & Public Holiday****LEVEL 1 — CUSTOMER CARE / BRANCH** **Offline Mode**

To redress grievances, customers may lodge their complaint in writing or visit the Branch Manager at any nearby branch.

 Complaint Registration

Complaint can be also registered by making an entry of the complaint/grievance in the complaint register maintained by the branch.

 Helpline & Email

Register via email or call helpdesk to receive a complaint reference number:
customercare@shubham.co
1800 258 2225

 **Response received & customer satisfied within 1 week?****YES →****✓ Satisfied / Grievance Redressed****NO ↓ (Unresolved after 7 Days)****LEVEL 2 — GRIEVANCE REDRESSAL OFFICER (GRO)** **Officer Details**

Ms. Kanika Sharma
Grievance Redressal Officer
Shubham House, 425, Udyog Vihar Phase-IV, Gurgaon, HR - 122015

 Email Contact

Escalate via formal letter or direct email:

GRO@shubham.co **Phone Contact**

Direct Corporate Desk:
0124-6631140

 **Resolved / Satisfied within 1 Month?****YES →****✓ Satisfied / Grievance Redressed****NO ↓ (Unresolved after 1 Month)****LEVEL 3 — NATIONAL HOUSING BANK (NHB)** **Online Mode**

Lodge online grievance via portal:
<https://grids.nhbonline.org.in>

 Offline Mode (By Post)

The Grievance Redressal Dept, National Housing Bank, 3rd-5th Floor, Core 5A, India Habitat Centre, Lodhi Road, New Delhi – 110 003