

Grievance Redressal

Level 1

The customer may post his/ her complaint to the branch office or write to us under 'Customer Care' section of our website, i.e., www.pnbhousing.com or at customercare@pnbhousing.com. The attempt will be to provide a resolution within 10 working days.

Level 2

If the customer is not satisfied with the resolution provided by the Customer Care, he/she may post their complaint to Regional Grievance Redressal Officers at gro.north@pnbhousing.com / gro.south@pnbhousing.com or gro.west@pnbhousing.com . The attempt will be to provide a resolution within 7 working days.

Level 3

If the customer is not satisfied with the resolution provided by the Nodal Officer, he/she may post their complaint at nodalofficer@pnbhousing.com or executivedirector@pnbhousing.com. The attempt will be to provide a resolution within 7 working days.

Level 4

In case of non-addressal of the complaint to the customer's satisfaction, within a reasonable period from the above quarters, the customer may approach National Housing Bank at the address given below:

National Housing Bank,

Department of Regulation and Supervision, (Complaint Redressal Cell), 4th Floor, Core-5A, India Habitat Centre, Lodhi Road, New Delhi - 110003

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