

CUSTOMER GRIEVANCE DAY

AHFL's Grievance Day is conducted on the 1st Saturday of every month from June 2025 onwards at all Branches & Centralized Customer Service Locations. During these hours, Branch Manager / Senior branch officials are available to address customer grievances and listen to suggestions.

Date and Time:

The time is between 9:30 AM and 2:00 PM on the 1st Saturday of the month. If this day falls public holiday, the event will be held on the following working day.

Contact Information:

Branch Manager or senior branch official will be available at branch as a central point of contact for queries or feedback.

- **Purpose:**

The purpose of Grievance Day - addressing customer grievances and taking suggestions / feedback.

- **Holiday Clause:**

If the designated date falls on a holiday, the event will be held on the next working day.

- **Alternative Channels:**

Customers can reach our alternative channels of AHFL email or toll-free helpline for lodging complaints and queries.

Website – www.aadharhousing.com

Customer Care Mail – customercare@aadharhousing.com

Toll free no. – 1800 3004 2020

- **Customer Grievance Redressal Policy:**

AHFL Customer Grievance Redressal Policy is available on our website and displayed on notice board. You can refer to the same for further clarifications.