

घर आपका साथ हमारा



GRIEVANCE REDRESSAL

In continuation to AVOM endeavor to offer best possible services to our customers, we are pleased to roll out details grievance redressal policy to provide efficient and prompt service to all our customers.

In case any customer has any query/complaint/grievance with respect to the product and services offered by AVIOM India Housing Finance Private Limited, customer may contact our office through any of the following channels.

- Telephone - 1800 1203 466 between 10 am – 6 pm (Monday to Saturday excluding holidays).
- Whatsapp @ 9811557540
- Contact our Branch in person
- E mail - customercare@aviom.in
- website: www.aviom.in
- Write to:

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.aviom.in or customercare@aviom.in or at connect@aviom.in.

LEVEL 2

If the customer is not satisfied with the resolution provided by the Customer Care, he/she may post their complaint to The Grievance Redressal Officer at Shashi.chandra@aviom.in.

LEVEL 3

If the customer is not satisfied with the resolution provided by the Grievance Redressal Officer, he/she may post their complaint to Compliance/nodal officer at Divyani.chand@aviom.in

LEVEL 4

If the customer is not satisfied with the resolution provided by the Compliance/nodal officer, he/she may post their complaint to Ombudsman at Satish.bansal@aviom.in
Alternatively, the customers may write to The Grievance Redressal Officer at:-

AVIOM India Housing Finance Private Limited,
83, First Floor, Poorvi
Marg, Vasant Vihar,
New Delhi - 110057

Note: - Please mention 'Grievance Redressal' on the top of the envelope.

We expect customer to provide loan account number with name and detailed requirement to help us quick redressal. We are committed to resolve all the queries/complaints with utmost priority and to best of customer satisfaction

Though we will strive our level best to resolve all queries/complaints as soon as possible, but each query being unique thus we will take a MAXIMUM of 30 days for a detailed response to respective customer. Once a query or a complaint is registered with the company, an acknowledgement along with a complaint reference number will be sent to the customer within 7 days.

The acknowledgement will contain the name & designation of the official who will deal with the grievance. While the concerned team works on the query / complaint towards resolution.

After examining the matter, the company will share its final response or explain why it needs more time to respond and will endeavor to do so within six weeks of receipt of a complaint and he/she will be informed how to take his complaint further if he/she is still not satisfied.

LEVEL 5

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