

Grievance Redressal Mechanism & Escalation

Home Loans

Call Us

Call us at Clix Housing Customer care +91 124 4545965 / +91 124 3817400 and our executives will be happy to assist you.

Note: Our customer care service is available between 10:00am and 6:00pm from Monday to Friday.

Write To Us

Senior Manager, Clix Housing Finance Pvt Ltd, 901B 9th floor, Two Horizon Centre, Phase-V, DLF City, Gurgaon - 122002 Haryana, India

Email us

At hello@clix.capital (Please mention your Home loan account number and contact number in the subject line). We will respond to you within 5 working days of receiving your letter or email.

Escalation 1:

In case you are not satisfied with the response from our Customer Care / Helpline, you can contact:

Mr. Biren Singh, 9th floor, Two Horizon Centre, Phase-V, DLF City, Gurgaon- 122002 Haryana, India

Email: biren.singh@clix.capital

(Please mention the reference number provided to you by the customer care team and your contact number in the subject line).

Escalation 2:

Mr. Gaurav Pawra, Grievance Redressal & Nodal Officer, 901B, 9th floor, Two Horizon Centre, Phase-V, DLF City, Gurgaon - 122002 Haryana, India

Email: gaurav.pawra@clix.capital

In case the complaint does not receive response from the company within reasonable time or is dissatisfied with the response received, the complainant may approach the Complaint Redressal Cell of National Housing Bank by lodging its complaints in –

- Online mode at the link <https://grids.nhbonline.org.in> OR
- Offline mode by post, in prescribed format available at link <http://test.nhb.org.in/Grievance-Redressal-System/Grievance-Redressal-System.php> to Complaint Redressal Cell, Department of Regulation & Supervision, National Housing Bank, 4th Floor, Core 5A, India Habitat Centre, Lodhi Road, New Delhi – 110003.

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