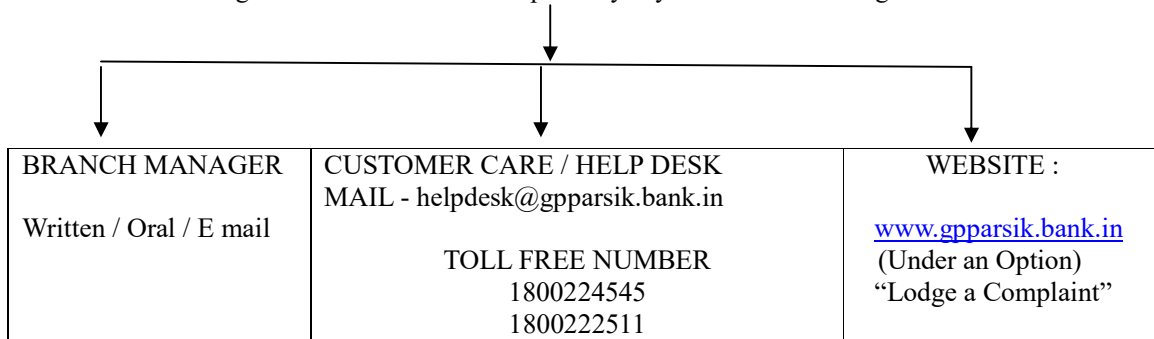




Customer Grievances Redressal Escalation Matrix

Customer having Grievances can raise Complaint by any one of the following modes:



Level 1: BRANCH MANAGER

- Branch Manager will acknowledge the receipt of Complaint.
- Branch Manager to resolve the Complaint within 7 days.
- If the Complaint is resolved then it is closed and inform to the customer.
- If the Complaint is unresolved at Level-1 then customer can approach to Level 2 Nodal Officer.

Level 2: NODAL OFFICER

- If the Complaint is unresolved by Branch Manager then Nodal Officer at Head Office to resolved the same within next 13 days.
- If the Complaint is resolved then it is closed and inform to the customer.
- If the Complaint is unresolved at Level-2 Nodal Officer, then customer can approach to Level 3 Principal Nodal Officer at Head Office.

Level 3: PRINCIPAL NODAL OFFICER.

- Principal Nodal Officer (PNO) is a final internal escalation authority to resolve the Complaints.
- PNO will reviewed unresolved Complaints.
- He / She will ensure over all resolution of Complaint within next 10 days.
- If the Complaint is resolved then it is closed and inform to the customer.
- If the Complaint is unresolved within 30 days, then customer may approach to RBI Ombudsman.

RBI - OMBUDSMAN

- At RBI Portal – <https://cms.rbi.org.in>
- By email to – crpc@rbi.org.in
- By help line -- 14448
