

Customer Complaint Reddressal Flowchart

Step 1: Customer Raises Complaint : Modes: Branch Visit / Letter / Email / Website



Step 2: Branch to Register the complaint and issue Acknowledgement.
Branch Manager to provide resolution within 7 days from the date of receipt of the complaint



Step 3 : Escalation to Nodal officer of Head Office, if not resolved at Branch Manager level.
Nodal officer to provide resolution within 15 days from the date of receipt of complaint at branch level.



Step 4: Escalation to Principal Nodal Officer at Head Office if not resolved at Nodal Officer's level. Principal Nodal officer to provide resolution within 30 days from the date of the receipt of the complaint at Branch level.



Step 5: Customer can lodge complaint in CMS portal of RBI Ombudsman, if not resolved within 30 days.