GRIEVANCE REDRESSAL MECHANISM

1

Customers Registers Complaint

A.

Customer Care/ Customer Support
Officer/ Sales Manager
Phone/Email/Walk in

If not resolved/dissatisfied
Escalate to B

Complaint acknowldeged with a Ticket
/ Reference Number

Resolution Timeline :
Email/ Walk-in : 10 Working Days
Call : 3 Working Days

B.

Grievance Redressal Officer
Reviews entire case compliant and
provides written response to the
letter/email

If not resolved/dissatisfied
Escalate to C

Resolution Timeline : 10 Working Days

C.

Principal Nodal Officer
Ensures comprehensive review and
decision

If still unresolved
Escalate to D

Resolution Timeline : 30 Working Days

D.

RBI - Compliant to the Ombudsman (via
Daksh Portal)
File Compliant through the DAKSH

RBI Reviews & Disposes the Compliant