CUSTOMER GRIEVANCE REDRESSAL PROCESS FLOW

Grievance Lodgment

- Lodge a complaint at the Branch in person or in writing.
- Lodge a complaint through Bank's Website. (Click here to file a complaint)
- Lodge a complaint through Bank's Mobile Banking / Internet Banking / Customer Care. (Toll Free Number **- 1800 1700**)

Complaint Registration

Once the complaint is lodged, a unique Ticket ID is generated and an acknowledgment is sent to customer by way of SMS. Customers are advised to retain the Ticket ID for future reference. Bank endeavours to resolve customer complaints within 21 days from the date of lodging the complaint.

First Level Escalation

Zonal Office Level:
If the complaint is not redressed to the customer's satisfaction, the customer has the option to re-open the complaint within three days and the matter may be escalated to the concerned Zonal Office. (Click here for contact details of Zonal Office)

Second Level Escalation

FGM Office Level:
If the grievance remains unresolved, the customer may escalate the matter to the concerned Field General Manager Office. (Click here for contact details of FGM Office)

Nodal Office Escalation

Principal Nodal Officer:
If the customer is still not satisfied with the response, the grievance may be escalated to the Principal Nodal Officer, quoting the unique Ticket ID. (Click here for contact details of Principal Nodal Officer)

Note: If the customer is not satisfied with Bank's final response, customer may approach RBI Ombudsman.