Redressal of Customer Grievances

Banking /Cards/3rd Party Products / Digital Customers

Level 1
- Lodge a complaint at Branch
- Call on Contact Centre Nos
- Email on Contact Centre Email ID
- Complaint via Grievance Portal

Level 2
- Email on Nodal Officer ID
- Write to Nodal Officer
- Complaint via Grievance Portal

Level 3
- Email on PNO ID
- Write to Principal Nodal Officer
- Complaint via Grievance Portal

Credit Card Customers

Level 1
- Lodge a complaint at Branch
- Call on Contact Centre Nos
- Email on Contact Centre Email ID
- Complaint via Grievance Portal

Level 2
- Email on Nodal Officer ID
- Write to Nodal Officer
- Complaint via Grievance Portal

Level 3
- Email on PNO ID
- Write to Principal Nodal Officer
- Complaint via Grievance Portal

Micro Finance Customers

Level 1
- Lodge a complaint at Branch
- Call on Contact Centre Nos
- Email on Contact Centre Email ID
- Complaint via Grievance Portal

Level 2
- Email on Nodal Officer ID
- Write to Nodal Officer
- Complaint via Grievance Portal

Level 3
- Email on PNO ID
- Email on Nodal ID
- Complaint via Grievance Portal

Internal Ombudsman

Banking Ombudsman