Redressal of Customer Grievances

Banking Customers

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

Level 2
- Contact the Head Customer Care
- Email on Customer Care ID
- Complaint via Grievance Portal

Level 3
- Contact the Principal Nodal Officer
- Email on Nodal ID
- Complaint via Grievance Portal

Credit Card Customers

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

Level 2
- Contact the Head Customer Care
- Email on Customer Care ID
- Complaint via Grievance Portal

Level 3
- Contact the Principal Nodal Officer
- Email on Nodal ID
- Complaint via Grievance Portal

Micro Finance Customers

Level 1
- Call on Contact Centre Nos
- Write on Complaint Email ID
- Complaint via Grievance Portal

Level 2
- Contact the Head Customer Care
- Email on Customer Care ID
- Complaint via Grievance Portal

Level 3
- Contact the Principal Nodal Officer
- Email on Nodal ID
- Complaint via Grievance Portal

Indie

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

Level 2
- Contact the Head Customer Care
- Email on Customer Care ID
- Complaint via Grievance Portal

Level 3
- Contact the Principal Nodal Officer
- Email on Nodal ID
- Complaint via Grievance Portal

Internal Ombudsman

Banking Ombudsman