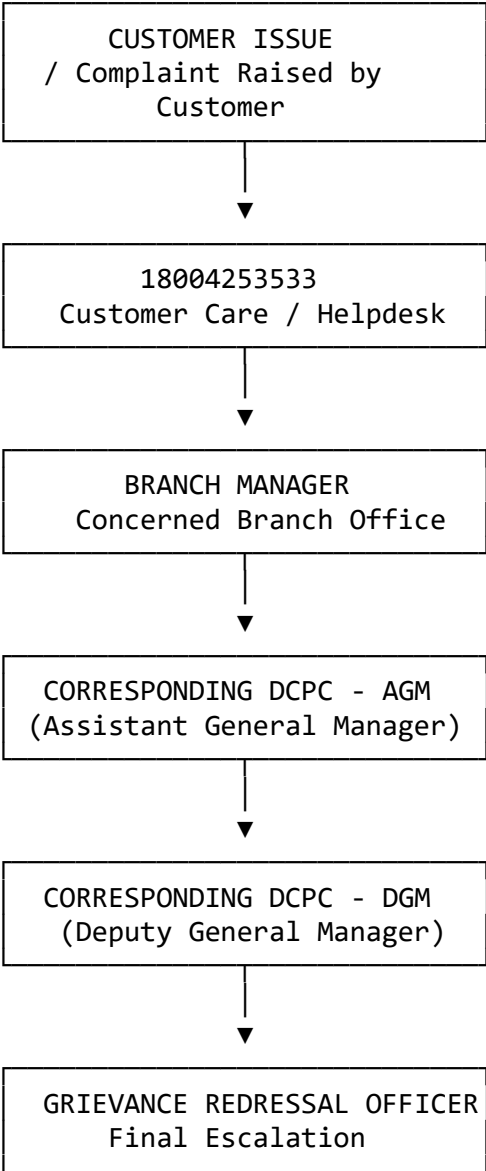


Bank Complaint Escalation Flow Chart

Customer Complaint Escalation Process



Suggested Complaint Escalation Note

1. Customer should first contact the Toll Free Customer Care number.
2. If the issue is not resolved, the complaint should be escalated to the concerned Branch Manager.
3. Further unresolved complaints may be escalated to the corresponding DCPC AGM.
4. If still unresolved, the complaint may be escalated to the corresponding DCPC DGM.
5. Final escalation shall be made to the Grievance Redressal Officer.