

Complaint Lodging Procedure

Start

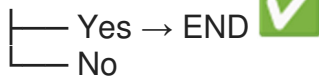


: Approach Branch Level

- Branch Manager / Concerned Officer
- Submit written complaint (if needed)



Is complaint resolved?

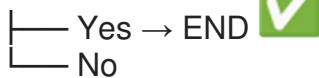


Step 3: Escalate to Nodal Officer (AGM)

- Contact Nodal Officer (Email / Letter)
- Provide complaint reference details



Is complaint resolved within stipulated time?



Step 4: Escalate to Higher Authority

- Principal Nodal Officer / Head Office (General Manager)



Still not resolved?

