

PROCEDURE FOR LODGING A COMPLAINT ON WEBSITE



PROCEDURE FOR LODGING A COMPLAINT WITH THE CUSTOMER CARE EXECUTIVE



PROCEDURE FOR LODGING A COMPLAINT WITH THE BRANCH OFFICE



Exclusive assign
the case to

received within
timeLine then CRM

received within
timeLine then CRM

received within
10 days then CRM

Procedure for Lodging a Complaint with the Principal Nodal Officer



Escalation Mechanism

