CUSTOMER GRIEVANCE REDRESSAL

CUSTOMER COMPLAINT REDRESSAL FLOW

1 CUSTOMER LODGES COMPLAINT

Branch or Head Office

Written
Oral
Email/Post

Bank Website

Click on Lodge a Complaint Link

By Email

support@hindusthan.bank.in

2 LEVEL 1 — BRANCH MANAGER

1. Acknowledgement within **1 working day**
2. Reviews and resolves complaint within **14 working days**
3. Communicates resolution to customer

RESOLVED?

- **YES** → Complaint Closed and Notified.
- **NO** → Escalate to Level 2

3 LEVEL 2 — PRINCIPAL NODAL OFFICER (HO)

1. Final internal escalation authority
2. Reviews unresolved complaint
3. Ensures overall resolution within **30 days**

RESOLVED?

- **YES** → Complaint Closed and Notified.
- **NO** → RBI Integrated Ombudsman Scheme

RBI INTEGRATED OMBUDSMAN SCHEME

Portal – **https://cms.rbi.org.in** Email - **crpc@rbi.org.in** Helpline – **14448**