

## Customer Grievance Redressal Mechanism – Flow Chart

Customer wants to lodge a complaint

Bank's website (<https://cms.nainitalbank.bank.in/>) / Email/ Registered Letter / Telephone/ Customer Care Centre (+918069840140) /Toll Free Helpline (18001804031)/Orally etc. (Detailed Information regarding different channels is available on Bank's website at [https://www.nainitalbank.bank.in/english/Complaints\\_Redressal.aspx](https://www.nainitalbank.bank.in/english/Complaints_Redressal.aspx) )

Lodgement of Complaint by the Branch/Customer Care Centre/Regional Office/Head Office (Complaint received through Email / Registered Letter/Telephone etc.) or Complainant may also lodge complaint through Bank's website

Resolution shall be provided through Branch/Concerned Digital Team/Concerned Department of the Bank

(If still unresolved)

In case complaint does not get resolved, Customer may write to Nodal Officer at Regional Office as per the details available on bank's website

(If still unresolved)

In case complaint does not get resolved at Regional Office level, Customer may write to Principal Nodal Officer at Head Office as per the details available on bank's website

(If still unresolved)

In case complaint does not get resolved at Head Office level, Customer may write to Reserve Bank of India Banking Ombudsman on <https://cms.rbi.org.in> or sent letter on Centralised Receipt and Processing Centre, 4th Floor, Reserve Bank of India, Sector -17, Central Vista, Chandigarh - 160017 or email at [crpc@rbi.org.in](mailto:crpc@rbi.org.in)