



Customer Grievance Redressal Policy

Dissemination of Information

1. Registered Office Contact Number together with mail ID is to be mentioned in Loan Sanction / Disbursal Communication wherein a specific request to be made to the borrowers to write to / contact the Registered Office in case of any dispute / grievance.

Redressal Mechanism

1. The following is the Dispute / Grievance Redressal hierarchy and all the complaints / disputes / grievance should be addressed and resolved by the concerned within a reasonable time frame and to report the Designated Official at Registered Office about the nature of dispute / grievance and its resolution status at regular intervals.

If the dispute / Grievance has arisen out the decisions of	Redressal Authority
Any Executive	Branch Manager
Any Executive / Branch Manager	Regional Manager
Any Executive / Branch Manager / Regional Manager	Business Head
Any Executive / Branch Manager / Regional Manager / Business Head	Managing Director / Executive Director / Designated Director

2. The Designated Official should report all such complaints / disputes / Grievances to the Board of Directors periodically for its review.
3. A Notice is to be displayed at all the branches containing the contact details of the Grievance Redressal Officer of the Company together with the contact details of the Officer In Charge, DNBS, Reserve Bank of India, Hyderabad.
