

Grievance Redressal Process – Banking

We at, RBL Bank Limited (“Bank”) understand that excellence in customer service is the most important tool for sustained business growth. Bank’s [Grievance Redressal Policy](#) articulates our objective to minimize instances that give rise to customer complaints and create a review mechanism to ensure consistently superior service behaviour.

Grievance Redressal Process

Bank aims to offer the best in class service to its customers. However if you feel that we have fallen short of your expectations in our service delivery at any point, kindly voice your feedback, grievance and suggestions through our clearly defined Grievance Redressal Process.

First Level Grievance Redressal Forum:

In case you have not received the expected level of service from us, please contact the customer service executive of your branch or write to the Branch Manager providing complete details of the complaint, your name and account number or you could reach us on the branch contact numbers. [Please click here for contact details of our branches.](#)

You would be provided an acknowledgment of your complaint along with a reference number.

Alternatively, you could also reach us on our helpline numbers 022 61156300 to 99 or 18001238040

If you would like to inform us of your complaint via electronic mail, [please click here for the Grievance Form](#) You will receive a response from us within 10 days.

Kindly quote the reference number provided to you, should there be a need to pursue the matter further.

Second Level Grievance Redressal Forum:

If you are not satisfied with the response provided to you, please escalate your grievance quoting the reference number, to the second level by contacting the Regional Nodal Officer of the Bank.

[Please click here for contact details of the Regional Nodal Officer.](#) The Regional Nodal Officer will respond to you within 10 days

Third Level Grievance Redressal Forum:

If the reply provided by the Regional Nodal officer does not meet your expectation, you can escalate your grievance to the Principal Nodal Officer of the Bank at the Final Level.

[Please click here for contact details of the Principal Nodal Officer](#) of the Bank Principal Nodal Officer will reply to you within 10 days

Banking Ombudsman

If the reply from Principal Nodal Officer fails to address your grievance, you may write to the Banking Ombudsman.

[Please click here for the contact details of the Banking Ombudsman](#)

Please Note: Contact details of Regional Nodal Officers, Principal Nodal Officer and Banking Ombudsman are also available at our branches.