



Dear Customers,

RBL Bank aims to offer the best in class service to its customers. However, if you feel that we have fallen short of our commitments, kindly voice your grievance through the steps provided below.

FIRST LEVEL

In case, if you have not received the expected level of service committed at RBL Bank, please contact the customer service executive of your branch, or write to the branch manager, providing the details of your grievance along with your name and account number. You would be provided with an acknowledgement of your complaint and a complaint reference number.

You could also contact the branch telephonically or reach out to us on our Customer Service Helpline numbers +91 22-611 56300

If you would like to approach us via electronic mail, you may write to us on customercare@rblbank.com with the details of your grievance.

We will endeavor to provide you a response within 10 days from the date of receipt of your complaint.

If you are not satisfied with the response provided to you at the first level, you can escalate your grievance to the second level. Kindly quote the complaint reference number provided to you earlier.

SECOND LEVEL

At the second level, your grievance would be looked into by the concerned Regional Nodal Officer of the Bank. Contact details of the Regional Nodal Officers for respective regions have been provided herewith.

The Regional Nodal Officer will respond to you within 10 days.

FINAL LEVEL

If you are not satisfied with the resolution provided to you by the Regional Nodal Officer, you may write to the Principal Nodal Officer. Contact details of the Principal Nodal Officer are provided herewith.

The Principal Nodal Officer will reply to you within 10 working days.

If you are not satisfied with the resolution provided to you by the Principal Nodal Officer, log a complaint at <https://cms.rbi.org.in>

Contact details of Banking Ombudsman have also been provided herewith.

Thanks.



Contact details of the Branch Manager and MUDRA LOAN NODAL Officer

Name : Mr. / Ms.

Address :

Contact No :

Email ID :

Contact details of the Regional Nodal Officer

Name : Mr. / Ms.

Address :

Contact No :

Email ID :

Contact details of the Principal Nodal Officer

Name : Mr. Vikas Nigam

Address : RBL Bank Ltd, Unit No. 306-311, 3rd Floor, JMD Megapolis Sector – 48, Sohna Road, Gurugram – 122018, Haryana.

Contact No : 022 7143 2700

Email ID : principalnodalofficer@rblbank.com

Banking Ombudsman

Name : The Ombudsman

Address : Reserve Bank of India, 4th Floor, Sector 17, Chandigarh-160017

Contact No : Toll free- 14448