

Customer Grievance Redressal Process

We at, RBL Bank Limited (“Bank”) understand that excellence in customer service is the most important tool for sustained business growth. Bank’s Customer’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.

Escalation Matrix

The Levels of customer grievance escalation are as below:

1. First Level Customer Grievance Redressal Forum

Branch	Customer Service Executive at the branch or write to the Branch Manager Please visit https://www.rblbank.com/locate-us for branch contact details
24-Hrs Helpline	+91 22 6115 6300
E-mail address	customercare@rblbank.com
Grievance Form	Please use the below link: https://www.rblbank.com/suggestion-and-complaints

In case your complaint doesn’t get addressed at level 1 within 10 days, you may escalate to level 2.

2. Second Level Grievance Redressal Forum

Email to Regional Nodal Officer.

Email address	RegionalNodalOfficer@rblbank.com
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In case your complaint doesn’t get addressed at level 2 within 10 days, you may escalate to level 3.

3. Third Level Grievance Redressal Forum

Email or write to Principal Nodal Officer at – Contact number	+91 22 7143 2700
Email address	principalnodalofficer@rblbank.com
Letter	RBL Bank Ltd, Unit No. 306-311, 3rd Floor, JMD Megapolis, Sector – 48, Sohna Road, Gurugram – 122018, Haryana

In case your complaint doesn’t get addressed at any of the above levels within 30 days, you may escalate to the PFRDA Ombudsman.

4. The Pension Fund Regulatory and Development Authority (PFRDA)

If the reply from Principal Nodal Officer fails to address your grievance OR if you have not received any response from the Principal Nodal Officer in 10 days, you may write to the Pension Fund Regulatory and Development Authority (PFRDA) Ombudsman under the provisions of PFRDA (Redressal of Subscriber Grievances) Regulation, 2015.

Circular No. PFRDA/2020/35/OMBD/1

Please click here for more details of The Pension Fund Regulatory and Development Authority (PFRDA) [Grievance Redressal \(pfrda.org.in\)](http://pfrda.org.in)

Call No. – 011-40717900

