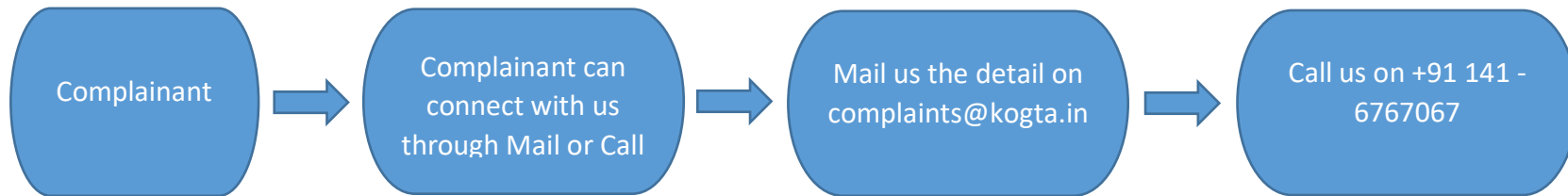


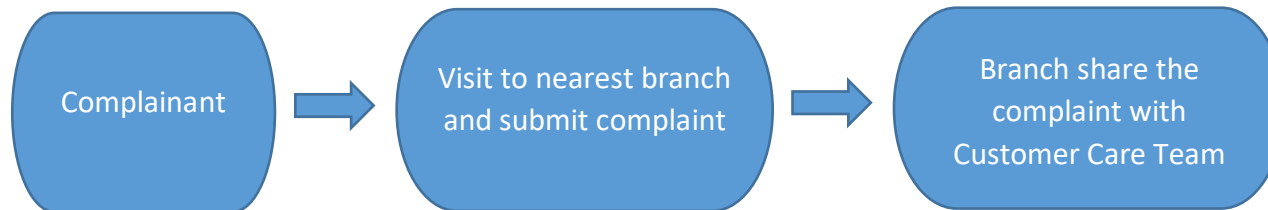
## Procedure for lodging a complaint on Website



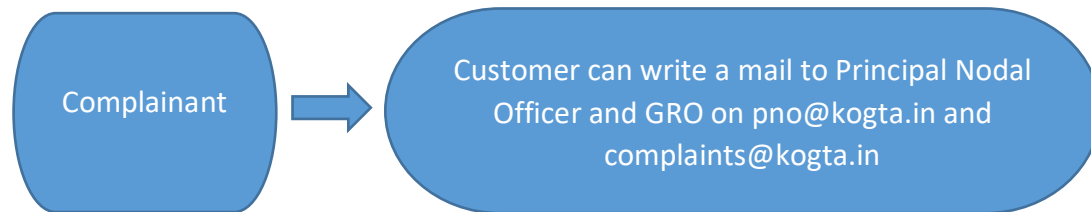
## Procedure for lodging a complaint with the Customer Care Executive



## Procedure for lodging a complaint with the Branch Manager



## Procedure for lodging a complaint with the Principal Nodal Officer and GRO



### Escalation Mechanism

