

DETAILS OF THE PRINCIPAL NODAL OFFICER

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PROCESS FOR FILING COMPLAINT WITH OMBUDSMAN

If the complaint / grievance is not redressed within a period of one month, or / and the complainant is not satisfied with the reply, the borrower / customer / complainant may appeal to the Ombudsman, Reserve Bank of India at <https://cms.rbi.org.in/> as per the RBI Integrated Ombudsman scheme vide Ref. CEPD. PRD. No.S873/13.01.001/2021-22 dated November 12, 2021.