

# CUSTOMER GRIEVANCE REDRESSAL FLOWCHART

## Flow Chart: Step-by-Step Process

### Escalation Timeline Summary

Stage	Trigger	Action
Level 1 → Level 2	Day 7 (unprocessed)	If the Compliant is not resolved within 7 days, then it will auto-escalate from OT (Operations Team) to GRO (Grievance Redressal Officer)
Level 2 → Level 3	Day 15 (unresolved)	If the Compliant remained unprocessed for 15 days by GRO (Grievance Redressal Officer), then it will auto-escalate from GRO to PNO (Principal Nodal Officer)
Level 3 → Level 4	Day 21 (unresolved)	If the compliant remained unresolved/rejected for 21 days, it will auto-escalate from PNO to IO (Internal Ombudsman)
Escalate to RBI	Compliant remained unresolved for more than 30 days	If GRO / PNO remained unattended for more than 30 days for the compliant, it will escalate to RBI