

## Grievance Redressal Flow Chart & Escalation matrix

### Redressal of Customer Grievances

#### Level 1 (Principal Nodal Officer)

- Lodge a complaint at Registered Office
- Call on Contact No during permissible hours
- Email on Email ID: pno@rrfl.in
- Write a Letter Registered Office Address

#### Level 2 (Executive Director)

- Complaint escalation to Executive Director  
*cases where customer has neither received proper resolution nor satisfied with the resolution provided at Level 1 by PNO (within period of 15 days of receipt of the Complaint)*
- Email on Email ID: grievance@rrfl.in
- Write a Letter to ED at Registered Office Address

#### Level 3 (RBI – Integrated Ombudsman Scheme, 2021)

- Lodge a complaint at Centralised Receipt and Processing Centre (CRPC)  
*cases where the complaint was rejected wholly or partly by the Regulated Entity, and the complainant is not satisfied with the reply; or the complainant had not received any reply within 30 days after the Regulated Entity received the complaint*
- Complaint via Grievance Portal: <https://cms.rbi.org.in>