

Delhi Nagrik Sehkari Bank Ltd.

Complaint Flow Chart

Complaint to the branch

Branch will reply to the customer within 7 to 10 days from the receipt of the complaint.



If customer is satisfied than complaint will be closed.



If customer is not satisfy with the reply of the branch incharge he/she may forward the complaint to the head office for further necessary action .



If customer is unsatisfied with the reply of the bank than he/she can go to the office of RBI Ombudsman for resolve of his/her grievances and lodged complaint at the following address:

Consumer Education and Protection Cell, Reserve Bank of India, 6, Sansad Marg,
New Delhi - 110001

complaint online through the CMS portal

