

The Delhi State Cooperative Bank Ltd

CUSTOMER GRIEVANCE REDRESSAL FLOWCHART for any Issue / Complaint

STEP-1

Initial query/complaint

Contact Customer Care no: - 011-41826064 / Visit Branch / Email: customersupport@dscb.bank.in
(Monday-Saturday 10.00 AM – 4.00 PM)

Note: (Excluding 2nd & 4th Saturday & Public holidays)

Complaint Registered & Acknowledged - Response within 10 working days

Not Resolved
Escalate to Step 2

Resolved
Complaint closed

STEP-2

Contact / visit Grievance Redressal Officer (In charge Banking Section)

Complaint Registered & Acknowledged - Response within 10 working days

Not Resolved
Escalate to Step 3

Resolved
Complaint closed

STEP-3

Contact / Grievance Redressal Officer Committee of senior officers (In charge Establishment Section, Loan Section & Audit Section) (for escalation to higher authorities at Head Office)

Complaint Registered & Acknowledged - Response within 10 working days

Not Resolved
Escalate to Step 4

Resolved
Complaint closed

STEP-4

Note: If the complaint is not resolved even within 30 days customer has the option to escalate the complaint to RBI Ombudsman: <https://cms.rbi.org.in>