

THE DARUSSALAM CO-OPERATIVE URBAN BANK LTD
HYDERABAD
CUSTOMER GRIEVANCE REDRESSAL PROCESS FLOW

Level-1 (Initially submission of complaint)

- Customers can lodge the complaints with the Branch in person
- Complaint can also be lodged through Bank's website, or through Mobile Banking application.
- The complaint shall be resolved within a period of 7 working days from the date of receipt of the complaint.

Level-2 (Escalation to Nodal Officer)

- If the customer is not satisfied with the resolution provided at Level-1, they can approach Bank's Nodal Officer.
- Nodal Officer at Head Office shall oversee the complaints remaining unresolved at the branches, complaints directly received from the customers.
- The complaint shall be resolved within a period of 13 working days from the date of receipt of the complaint.

Details of Nodal Officer

Name: Sri Mohammed Osman

Phone number: 8686284242

Email: nodalofficer@darussalam.bank.in

Address: 5-6-995, Darussalam Road, Aghapura, Hyderabad – 500001.

Level-3 (Escalation to Principal Nodal Officer)

- If the resolution provided at Level-2 does not meet expectation, the customer can approach Bank's Principal Nodal Officer through any of our below mentioned channels
- Email us
- Write to us / Call us

Details of Principal Nodal Officer

Name: Sri Zahid Shamsuddin

Phone number: 9908617802

Email: pno@darussalam.bank.in

Address: 5-6-995, Darussalam Road, Aghapura, Hyderabad – 500001.

If the complaint remained unresolved to the satisfaction of the customer, they may approach RBI Ombudsman.