



Escalation Matrix  
 1<sup>st</sup> level – Branch Manager  
 2<sup>nd</sup> level- Nodal officer or Area Manager  
 3<sup>rd</sup> level- Principal Nodal officer

\*\*\*In all cases the final decision is to be conveyed to complainant within 30 days from receipt of complaint. SMS intimation of closure of complaint is sent to customer.\*\*\*