

Customer Complaint Redressal Flow Chart

START



Customer Lodges Complaint



Level 1

Nodal Officer

Mobile: 9349852141

Email: smlkkm@gmail.com



Resolved within 7 days? If No ↓

Level 2

Principal Nodal Officer

Mobile: 9746660501

Email: narayanank@smlfinance.com



Resolved within 2 days? If No ↓

Final Escalation

RBI Ombudsman

Reserve Bank of India

Bakery Junction,

P.B. No. 6507,

Thiruvananthapuram - 695033



END