

Federal Bank Escalation Matrix

No.	Level	Officer in charge	Name & Contact No.
1	All complaints/ grievances of customers- 1 st Level	Save Microfinance Pvt Ltd- Manager/ Officer in Charge	Pooja 011 61325110
If not satisfied with reply/ action taken by them within 7 days, customers can escalate the matter to;			
2	Complaints at Lender 2's HO Level	Head- Grievances Redressal at Save Microfinance Pvt Ltd	Minakshi 011 61325100 Ext.3057
If not satisfied with reply/ action taken by them within 7 days, customers can escalate the matter to;			
3	Federal Bank Project Coordinator	Project Coordinator	Sri. Sarath Thamban T V 0484 220 1632
If not satisfied with reply/ action taken by them within 7 days, customers can escalate the matter to;			
4	Federal Bank Business Department at HO level	Head- Business Department/ Officer in Charge	Sri. Shibu C 0484 220 1552
If not satisfied with reply/ action taken by them within 7 days, customers can escalate the matter to;			
5	Principal Nodal Officer of Grievances Redressal from Federal Bank	Executive Director- Federal Bank	Executive Director 0484-2626366
If not satisfied with reply/ action taken by them within 30 days, customers can approach to Banking Ombudsman/Ombudsman for NBFCs or the Customer Education and Protection Cell (CEPC) in RBI.			