

Notice on Grievance Redressal Mechanism

Level 1

If you have any grievances/complaints please approach the Branch Manager.

Expect a response in 10 working days

Level 2

If the resolution provided by the BM does not meet your expectation, you can approach our Grievance Redressal Officer at:

Address: Grievance Redressal Cell, HDFC Bank Ltd., 1st Floor

Empire Plaza – 1, Lal Bahadur Shastri Marg,

Chandan Nagar, Vikroli West

Mumbai 400083

Toll free number 1800 266 4060

Expect a response in 10 working days

Level 3

If the resolution provided above does not meet your expectation, you can approach our Nodal Officer / Principal Nodal Officer. Contact details of Nodal Officer / Principal Nodal Officer are separately displayed in the branch.

Expect a response in 10 working days

If after having followed above steps your issue remains unresolved or if you have not received response within 30 days of lodging a complaint, you may approach the Banking Ombudsman appointed by the Reserve Bank of India. Contact details of Ombudsman's office are separately displayed in the branch.