



Customer Grievance Redressal Mechanism

Grievance Submission Mechanism

Customer Submits Grievance / Complaint

CPGRAMS Portal

Goa Online Portal

Head Office -
Written / Email

LEVEL 1 - Head of Department

- > Acknowledgement within 1 working day
- > Resolves complaint within 3 working days

If not resolved, customer may escalate to

LEVEL 2 - Grievance Redressal Officer

- > Reviews unresolved (Level 1) complaints
- > Resolves complaint within 15 working days

If not resolved, customer may escalate to

LEVEL 3 - Principal Nodal Officer

- > Final internal escalation authority
- > Resolves complaint within 30 working days

If not resolved, customer may escalate to

LEVEL 4 - Officer in Charge (RBI Ombudsman)

- > Complaint Portal: cms.rbi.org.in
- > Ph. No.: 022-23001285

* Visit <https://edc-goa.com/grievance-redressal-policy-2/> for more details.