Customer Complaint Handling Process (NBFC)

```
Customer Raises Issue (premiummerchants123@gmail.com /
011-61119371/ 011-61119429)
        |
Complaint Registered by customer
        |
Complaint Categorized by NBFC
        |
Investigation & Root Cause Analysis
        |
Was Complaint Resolved Within TAT?
     /         \
   Yes          No
   |             |
Resolution    Escalate to Principal officer /Nodal Officer
Drafted &      |
Verified   Response from Principal officer /Nodal Officer
   |             |
Final Response Sent to Customer
   |
Customer Confirms Satisfaction?
   |
Complaint Closed
```