



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

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Sovereign Gold Bond (SGB) Scheme - Redressal of customer complaints

With a view to streamlining the customer complaint handling process and making it more effective, the process for redressal of customer complaints of investors of Sovereign Gold Bond shall be as follows:

- a) The nodal officer/s of the Receiving office (RO) shall be the first point of contact for attending to the queries/complaints of their customers.
- b) In case the issue is unresolved, an escalation matrix at the ROs shall be used to resolve customer grievance.
- c) The investor may approach Reserve Bank of India at sgb@rbi.org.in if no reply is received from the RO within a period of one month of lodging the complaint or the investor is not satisfied with the response of the RO.

2. Accordingly, the details of the nodal officers of all ROs have been included in paragraph 18 of the [circular on Consolidated Procedural Guidelines on SGB No IDMD.CDD.2730/14.04.050/2019-20 dated April 13, 2020](#).

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(Yogesh Dayal)
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