

## GRIEVANCE REDRESSAL MECHANISM IN OUR BANK

Customers are requested to bring to the notice of concerned Branch Managers about their complaint at the first instance. If the complaint is not redressed to the satisfaction of the customer, the same may be taken up with the concerned Regional Office/ Circle Office.

If the complainant still feels unsatisfied with the action taken at the Branch/ Regional Office, Circle Office, he can approach the Bank's Nodal Officer at Head Office designated to deal with Customer's complaints/ grievance.

Time frame for resolving customer complaints is 30 days from the date of lodging complaint.

### Other Customer Friendly measures:

Customer meet is conducted by the Bank on 15<sup>th</sup> every month (next working day, if it happens to be Saturday or Public Holiday) at Head Office/ Circle Office/ Regional Office/ Branches to receive customer complaints/ suggestions for improvement.

### CALL CENTRE SERVICES

#### CALL CENTRE TOLL FREE NOS.

18004250018

18001030018

18002083333

180030113333

Non Toll Free Numbers (if calling from outside India) - +91-80-22064232

Call Centre is functioning 24x7. Bank has a dedicated team to attend the calls of Customers/ General Public on banking related issues.

N.B. - Customers are requested to call on our mentioned Toll Free numbers only for any complaints/ issues. Bank shall not be responsible for any consequences arising out of customers calling any other unverified numbers.

(Updated on 24.05.2022)

CUSTOMER SERVICE SECTION  
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