

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 date of lodging complaint

Other Customer Friendly measures :

Customer Meet is conducted by the Bank on 15th of 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.

24 hour telecontact service is available in the Bank to facilitate customers to register their grievances and seek redressal in quickest possible time :

- for general complaints - 1800 425 1906
- for ATM/Debit card complaints - 1800 425 6000
- for complaint on Cancard - 1800 425 2470

For details of RBI guidelines in respect of ATM failed transactions please refer notification RBI/2009-2010/100 DPSS No 101/02.10.02/2009-2010 dated 17-07-2009 available in RBI website