



MAHILA CO-OPERATIVE NAGRIK BANK LTD. BHARUCH.

Khet Bhavan, Unnati Society, Sevashram Road, Bharuch - 392 001.

Phone : 02642-244430, Mo. : 98244 83860

E-mail : info@mahilabankbharuch.com

Ref. No. :

Annexure – A

Compliants/Grievances and Feedback/Suggestions

If at any stage customer/non-customer is not satisfied with the services given to him/her please do not hesitate to contact us. The First point of contact or redressal of any complaint will be our Bank Heads who are fully capable of redressal of customer grievances satisfactorily. The contact No. of Bank Heades are as under:-

Head office Address : Mahila Co-Operative Nagrik Bank Ltd.Bharuch

Contact Number : 02642-244430

If the customer does not receive reply within 10 working days from the Bank Heads, or if the customer is not satisfied with the reply received from the Bank Heads please write to:

Mr. Nimish S. Javeri (General Manager)

Mahila Co-Operative Nagrik Bank Ltd

KhetBhavan, Unnati Society, Sevashram Road, Bharuch – 392001(Gujarat)

The contact Details to the General Manager are as under :

Mobile Number : 9824483860

If the customer does not receive any reply from the General Manager within 30 days of filing compliant or he/her is not satisfied with the reply the customer can approach the Reserve Bank of India under the Reserve Bank Integrated Ombudsman Scheme 2021 as under:

1. For online complaints: <https://cms.rbi.org.in>

2. For Complaints by Emails : crpc@rbi.org.in

3. For Complaints in writing, the address is

Centralized Receipt and Processing Center (CRPC)

Reserve Bank of India

Central vista, Sector -17,

Chandigarh - 160017.

Reserve Bank of India has prescribed a " Complaint form" which can be downloaded from bank website or visit or bank to avail it.



MAHILA CO-OP NAGRIK BANK LTD.

Nimish S. Javeri