



આપણી બેંક સૌરાષ્ટ્ર બેંક

the
SAURASHTRA
Co-operative Bank Ltd.

Resolution No.14 Date:-29/01/2025

Consumer Redressal Policy

Bank will make all its efforts to provide best customer services to all its customers. However, if any customer has any complaint/suggestions bank will resolve it at the earliest. As a part of bank's customer services has introduced following Customers Grievance Redressal Policy.

1. Bank will keep complaint box in each of its branches.
2. Br Manager will also maintain complaint/suggestions register
3. Bank will also have registration under Integrated Ombudsman Scheme 2021.
4. Bank will also maintain register to record the complaint received through Banking Ombudsman/Consumer Protection Cell.
5. Bank will resolve complaint to the satisfaction of the customer within 15 working days.
6. Bank will not reply to any anonymous complaint, however due weightage will be given to such complaint and preventive measures, if required, will be initiated.
7. Bank will appoint nodal officer for redressal of complaint.
8. Bank will display the name, mobile No and email ID of the Nodal Officer at all its branches and Bank's Website.
9. Bank will also display Integrated Ombudsman Scheme 2021 on the notice board at each of its branches and Bank's Website.
10. Suggestions received will be discussed in the Board Meeting and if found useful to bank, it will be implemented as a part of Customer Service.
11. Bank will put up all complaints/ suggestions
12. Bank will disclose complaints received and its disposal in its Annual Report.
13. Nodal Officer and Other Designated Officials to Handle Complaints and Grievances: Branch Manager will look after the implementation of customer service and complaint handling for the entire bank. The bank has designated Additional Assistant General Manager as Nodal Officer at Head office to handle complaints / grievances in respect of branches falling under their control. Email id: info@saurashtrabank.com Contact Number 9978624496 / Banking Hours: 079-22775288 and Customer Help desk Number (24*7) 079-35225630.
14. You can lodge Your complaint on Online Portal:<https://cms.rbi.org.in> - You can complain by sending Email to :crpc@rbi.org.in

H/O. : 407/408, KENS CORNER,
NR. GANGOTRI CIRCLE,NIKOL,
AHMEDABAD, GUJARAT.
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