PANCHGANGA BANK

Shree Panchganga Nagari Sahakari Bank Ltd., Kolhapur

FLOWCHART – GRIEVANCE REDRESSAL AND ESCALATION MECHANISM

Level 1

- Visit any nearest Branch
- Write an email to us at the custcare@panchagangabank.com
- Write a letter to us
- Lodge a complaint through Bank's website

Level 2

If you are not satisfied with resolution provided at Level 1 or you have not received response within 10 days of lodging a complaint, please contact Branch Manager of the respective Branch on/through email/call/letter.

Level 3

If you are not satisfied with resolution provided at Level 2 or you have not received response within 20 days of lodging a complaint, please contact IT Manager / General Manager at Head Office on/through email/call/letter. Write an email to us at the pno@panchagangabank.com

Level 4- RBI OMBUDSMAN

You may approach the Reserve Bank Integrated Ombudsman if:

- Your complaint remains unsolved after contacting level 1, level 2 and level 3

Or

- If you have not received response within 30 days of lodging a complaint.

You may lodge the complaint with RBI Ombudsman :

- Through RBI Portal- https://cms.rbi.org.in
- Write a letter to the office of the Reserve Bank of India-
  Centralised Receipt & Processing Centre (CRPC)
  Reserve Bank of India
  Central Vista, Sector-17
  Chandigarh-160017
  Email: crpc@rbi.org.in