Raje Vikramsinh Ghatage Co-op . Bank Ltd., Kagal

Complaint-flowchart

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CUSTOMER RAISES COMPLAINT

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COMPLAINT SUBMISSION CHANNEL

Branch Oral/Written/ Email:hrd@rajebank.com	Web Site LODGE COMPLAINTS ON WEBSITE	RBI OMBUDMAN (CMS Portal)

LEVEL-1 BRANCH

1. Acknowledgement will be given within 1 working day
2. Review and resolves complaints within 7 working days
3. Communication of resolve made to customer

If Unresolved

Customer may escalate, if complaint unresolved

If Resolved

1. Complaint will be closed
2. Intimated to customer

LEVEL-2 NODAL OFFICER

1. Review and resolves complaints within 7working days.
2. Communication of resolve made to customer

If Unresolved

Customer may escalate, if complaint unresolved

If Resolved

1. Complaint will be closed
2. Intimated to customer

LEVEL-3 CHIEF EXECUTIVE OFFICER

1. Review and resolves complaints within 15 working days.
2. Communication of resolve made to customer

If Unresolved

Customer may escalate, if complaint unresolved

If Resolved

1. Complaint will be closed
2. Intimated to customer

LEVEL-4 RBI INTEGRATED OMBUDSMAN SCHEME

1.PORTAL - https;//cis.rbi.org.in

2.Email - crpc@rbi.org.in