

Grievance redressal Mechanism :
To All customers

It has always been our endeavor to serve the customers with best of our products and services with promptness. We wish to inform that in case customers have any occasion to make complaint about the deficiency in bank services, we assure to attend the same on priority and provide the redressal as follows.

1. Customer complaints can be made in the customer complaint booklet available with the Country Head.
2. Acknowledgement will be provided immediately and the complaints shall be attended follows.

Complaints due to	Received from	Period of redressal
Deficiency in normal banking service	Public	30 days from the date of receipt
Deficiency in normal banking service, which may result in monetary loss to the customers, subject to policy guidelines as per Compensation policy	Public	Normally 30 days from the date of receipt. In case detailed investigation by bank or an external agency is necessitated settlement period may go beyond 30 days.
Staff Attitude	Public	30 days from the date of receipt
Other matters	Public	No time limit stipulated. However, the complaint will be acknowledged and early redressal will be ensured.

In case you wish to make any complaint please contact the Customer Relationship Officer of the branch.

Ms. Navrat Suchonsamran
Customer Relationship Officer
Tel: 0-2224-5411 Ext. 08
Fax: 0-2622-5749