FLOWCHART FOR COMPLAINTS LODGED

LEVEL-1

To register your Query/Request/Complaint

a) Visit your Nearest Branch & Fill the Complaint Form
b) Write an Email to Branches
c) Through calling on Branch Landline/ Mobile Numbers

*Individual Branch Contact Details and Email IDs are available on our bank's website under the section KNSB CARES- CONTACT US

LEVEL-1

The customer may approach our dedicated teams/Customer Service Teams for lodging their grievances.

a- Toll Free Number for Debit Card (24*7 – 18001236230/ 18005327444
b- IT Support for Digital Complaints- 05942-236574, 231525

LEVEL-2

If LEVEL-1 doesn't meet your expectations, you may contact our Business Heads

a) In person meeting with Business Heads
b) Through calling on Business Heads

Contact

1- Kumaon Region: Contact No- 9456596446
Email ID- rm.kumaonhills@kurmanchalbank.com
2- Tarai Region: Contact No- 9456596449
Email ID- rm.tarai@kurmanchalbank.bank.in
3- Dehradun Region: Contact No- 9412035424
Email ID- rm_ddn@kurmanchalbank.bank.in

LEVEL-3

If LEVEL-2 doesn't meet your expectations, you may contact our Nodal Officers.

Name of Principal Nodal Officer:-

Name:- Mr. Sanjay Sah(Secretary/ CEO)
Contact Details:- 09542-236574
Email IDs:- secretary@kurmanchalbank.bank.in

Name of Nodal Officer:-

Name:- Mr. Sanjeev Rana(CCO)
Contact Details:- 09542-236574
Email IDs:- cco@kurmanchalbank.bank.in

BANKING OMBUDSMAN

You may approach Banking Ombudsman, if your issue remains unresolved after contacting Level-1, Level-2 & Level-3

OR

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

a) Visit the Complaint Management System of Ombudsman (CMS) https://cms.rbi.org.in/
b) Call at Contact Centre at CRPC:- **Toll Free No:- 14448**
c) **Write to:-** Centralized Receipt and Processing Centre (CRPC),
4th Floor, Reserve Bank of India, Sector 17, Central Vista,
Chandigarh:- 160017