

LOGGING A COMPLAINT

LEVEL 1

To register your query/request/complaint as follows

Visit your home branch OR

Write an Email to branches OR

Through calling on branch Landline Number

Individual branch details are available on Bank's Website under section

Resources-Branches

Customer Care No. 9422312143, 9420495749

Email ID : customerservice@bhagininivedita.bank.in

Nodal Officer at branch for persons with disabilities is respective "Branch Manager/Branch in Charge".

Nodal Officer at Head Office for persons with disabilities: Pallavi Tendulkar- Asstt. General Manager

Nodal Officer for Digital Accessibility Compliance for persons with disabilities: Asmita Modak- Senior Manager – IT section.

Level 2

If Level 1 doesn't meet your expectations, you may contact Head Office

Principal Nodal Officer – Grievance Redressal

Name : Pallavi Tendulkar- Asstt. General Manager

Email ID : pno@bhagininivedita.bank.in

Contact No. 020-25327000

Level 3

If Level 2 doesn't meet your expectations, you may contact our

Nodal Officer – Integrated Ombudsman Scheme

Name : Varsha Budhkar- General Manager

Contact No. 020-25327000

IF YOU ARE NOT SATISFIED WITH THE SOLUTION PROVIDED BY THE BANK, YOU MAY
RAISE THE COMPLAINT WITH BANKING OMBUDSMAN

BANKING OMBUDSMAN

IF LEVEL 1,2,3 doesn't meet your expectation OR if your issue remains unresolved
after 30 days of lodging of complaint at Bank, you may contact

RBI OMBUDSMAN OFFICE

1. Through RBI complaint Portal: <https://cms.rbi.org.in>
2. Through Call at Call Center CRPC – Toll Free – 14448
3. Through Letter you may write to : Centralized Receipt and Processing Center
4th Floor, Reserve Bank of India,
Sector 17, Central Vista, Chandigarh : 160017.