

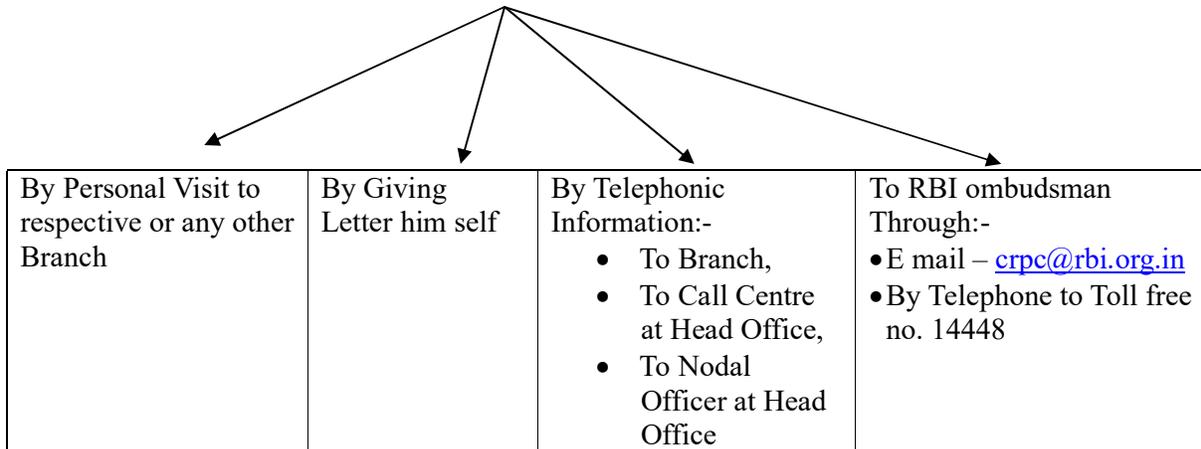


GP PARSIK SAHAKARI BANK LTD

(Multi-State Scheduled Bank)

Customer Grievances Redressal Escalation Matrix

Customer having Grievances can raised Query / Request / Complaint



Branch Manager to resolved Query / Request / Complaint within 07 days.

- If the Query / Request / Complaint is un resolved by Branch Manager then Nodal Officer at Head Office to resolved the same within 13 days from the date of receipt of Query / Request / Complaint.
- Complaint received at CMS portal RBI to be resolved on priority basis.

- If the Query / Request / Complaint is un resolved by Nodal Officer then Principal Nodal Officer at Head Office to resolved the same within 10 days from the date of receipt of Query / Request / Complaint.
- Complaint received at CMS portal RBI if un resolved by Nodal Officer then to be resolved on priority basis.