



Janaseva Sahakari Bank Ltd., Hadapsar, Pune

जनसामान्यांची असामान्य बँक, जनसेवेसाठी वचनबद्ध !

Complaint Escalation Flowchart/Matrix with Turnaround Time (TAT)

Objective:

To ensure timely resolution of customer complaints within a maximum of 30 days and provide a clear escalation mechanism if the customer is not satisfied at any stage. To ensure timely resolution of customer complaints within a maximum of 30 days and provide a clear escalation mechanism if the customer is not satisfied at any stage.

CUSTOMER COMPLAINT LODGING

- In writing at home branch
- Email: customercare@janasevabankpune.bank.in
- On our Web-Portal
- On dedicated WhatsApp No. 8956750955

LEVEL 1 – BRANCH MANAGER

TAT: 7 Working Days

Responsibility: Branch Manager

Process:

- Complaint investigated
- Issue resolved
- Written response / acknowledgement provided

(Escalation if no response within 7 days or customer not satisfied)

LEVEL 2 – HEAD, CUSTOMER SERVICE DEPARTMENT / NODAL OFFICER (NO)

TAT: 15 Working Days (including Level 1 & Level 2)

Mr. Nilesh Kapare

Assistant General Manager – Principal Nodal Officer

Email: pno@janasevabankpune.bank.in

Contact No.: 9552598578

Address: Janaseva Sahakari Bank Ltd., Plot No.14,
Hadapsar Industrial Estate, Hadapsar, Pune – 411013
Tel. No. 020 - 2670 4300

Process:

- Complaint reviewed
- Interaction with branch
- Final decision communicated

(Escalation if unresolved or customer dissatisfied)



LEVEL 3 – CLUSTER HEADS I , II AND OTHER DEPUTY GENERAL MANAGERS

TAT: 30 Days (including Level 1,2 & Level 2)

Authorities:

- **Mr. Rajesh Jadhav – Cluster Head I**
Email: clusterhead1@janasevabankpune.bank.in
- **Mr. Shrikrushna Katre – Cluster Head II**
Email: clusterhead2@janasevabankpune.bank.in
- **Mr. Shashikant Padalkar – Deputy General Manager**
Email: padalkar.shashikant@janasevabankpune.bank.in
- **Mr. Ravindra Hirve – Deputy General Manager**
Email: hirve.ravindra@janasevabankpune.bank.in

Contact No.: 020 – 2670 4300

Responsibility:

- Cluster Heads I & II
- Deputy General Managers

Process:

- Complaint reviewed along with earlier action taken by Nodal Officer
 - Interaction with concerned branch and customer, if required
 - Records and case facts examined in detail
 - Appropriate decision taken at Head Office level
 - Final decision communicated to the customer in writing
- (Escalation if not resolved or customer dissatisfied)



LEVEL 4 – TOP MANAGEMENT CEO/ CUSTOMER SERVICE COMMITTEE OF THE BOARD

TAT: 30 Days (Total)

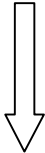
Mr. Shirish Nivrutti Polekar
ceo@janasevabankpune.bank.in
Tel. No. 020 - 2670 4300

Responsibility:

- Chief Executive Officer (CEO)
- Customer Service Committee of the Board

Process:

- Complaint reviewed at highest level
 - Final internal redressal decision issued
- (Escalation if not resolved within 30 days or customer dissatisfied)



FINAL LEVEL – RBI INTEGRATED OMBUDSMAN (RB-IOS), 2021

Customer may approach RBI if:

- Complaint not resolved within 30 days, OR
- Customer not satisfied with Bank's final response

How to Approach RBI:

- Online: <https://cms.rbi.org.in/>
- Email: crpc@rbi.org.in
- Physical: Centralised Receipt and Processing Centre (CRPC),
RBI 4th Floor, Sector-17, Chandigarh – 160017