THE KARAD URBAN CO-OP BANK LTD (SCHEDULED BANK)

Complaint- Flow Chart

Customer Lodges Complaint

Complaint Submission channels

Branch or Head Office
Written/Oral/By post

Bank Website
Lodge a complaint link

By E-mail
Email ID-
compliantofficer@karadurbanbank.com
Mobile No. 7769943637/7350001461
Toll Free No. 18002332917

Level 1 - Branch Manager
> Acknowledgement Within 1 working day
> Reviews and resolves complaint within 14 working days
> Communicates resolution to customer

If Closed

Not Resolved

Level 2 – Principle Nodal Officer (HO)
> Final internal escalation authority
> Reviews unresolved complaint
> Ensures overall resolution within 30 days

If Close/ Resolved

If Resolved
Closed

If Not Closed

if No
RBI Integrated Ombudsman Scheme
> Portal- https://cms.rbi.org.in
> crpc@rbi.org.in