

Complaint / Query / Request REDRESSAL PROCESS

01

LEVEL 1 Register Your Complaint

You can choose any of the following:



Visit Nearest Branch

Fill the Complaint Form at Branch



Email

Write an Email to Branch



Call

Call Branch Landline or Branch Manager's Mobile Number



Note: Individual Branch Contact Details and Email IDs are available on our Bank's Website under the "Branch Locator" section.

OR



Online Method

- Visit Official Website: www.deogiri.bank.in
- Click on "Complaint" Tab
- Fill the Complaint Form
- Submit



For ATM / UPI / Cyber Fraud / Card Blocking / E-Channel Related Issues
Call: **1800 212 3022**

02

LEVEL 2 Contact Nodal Officer

If Level 1 doesn't meet your expectations, you may contact our **Nodal Officer**.



In-Person Meeting

Visit Head Office



Call Head Office

Nodal Officer Details:



Name:
Mr. Sandeep Aute

7720042138

(0240) 2240200, 2334121



Nodal Officer Contact Details are available on our Bank Website under the "Complaint" Tab and also at our Branches.

03

LEVEL 3 Contact Principal Nodal Officer

If Level 2 doesn't meet your expectations, you may contact our **Principal Nodal Officer**.



Principal Nodal Officer:

Name:
Mr. Pravin Pandurang Nandedkar
(Chief Executive Officer)

(0240) 2240200, 2334121

admindept@deogiribank.com

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BANKING OMBUDSMAN Final Escalation

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



File Online

Complaint Management System (CMS)
<http://cms.rbi.org.in/>



Call Contact Centre

CRPC Toll-Free No:
14448



Write to:

Centralized Receipt and Processing Centre (CRPC)
4th Floor, Reserve Bank of India
Sector 17, Chandigarh - 160017



We are committed to serving you better. Your Query, Request or Complaint is important to us and will be handled with utmost care.