

(C) : (02698) 220495 / 221328

**The Khambhat Nagarik Sahakari Bank Ltd.**

"STAMBHTIRTH", Vadapole,

KHAMBHAT - 388620.

GST No. : 24AAAAT2886Q1ZU

રજી.નં. નધણ-૨૦૩/સે-૪૩૪૦ તા. ૯-૮-૧૯૭૧ | રીઝર્વ બેંક લા.નં. : UBDGJ728P તા. ૧૦-૧૨-૧૯૮૬

MICR Code : 388805091 | DLT Code : KNSBBK | Website : www.knsbl.in | E-mail : knsbl1971@knsbl.in



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**ધી ખંભાત નાગરિક સહકારી બેંક લિ.**

"સ્તંભતીર્થ", વાડાપોળ,

ખંભાત - ૩૮૮૬૨૦.

IFS CODE : GSCB0UKNSBL

Ref. No. :

Date : / /202

## Customer Grievance Redressal System

The bank hereby put in place under mentioned system for redressing the customer grievances.

- Any customer who has any issue related to the services of the bank, shall drop written complaint in the complain-box. OR contact the manager and if need be submit the complaint in writing.
- If the customer does not get any satisfactory reply from the manager within a reasonable time or is not satisfied with the reply may contact or write to the CEO of the bank.
- The matter would thereafter be referred to the chairman of the bank if need be.
- If still not satisfied the customer may refer the matter to the Banking Ombudsman whose address can be found on the relevant website.

CMS ID :- knsbl1971@knsbl.in

Name	Designation	Mobile Number	E-mail ID
Hitendra A Bhatt	Manager	9624035889	manager@knsbl.in
Bharat N Raval (Principal Nodal Officer)	CEO	9824387555	ceo@knsbl.in
Nitinbhai R Brahmbhatt	Chairman	9825321764	knsbl1971@knsbl.in

### Ombudsman

### Reserve Bank of India

- Address: Office of the Banking Ombudsman, C/o Reserve Bank of India, 4th Floor, Riverfront
- House Behind H K Arts College Between Gandhi And Nehru Bridge ,Pujya Pramukh Swami Marg (Riverfront Road West) Ahmedabad-380 009.
- Email: cms.boahmedabad@rbi.org.in.
- Contact Centre Number: 14448 (9:30 a.m. to 5:15 p.m.).
- CEP Cell Phone: 079-26582357

