

CIRCULAR TO ALL BRANCHES/ OFFICES OF THE BANK

Dear Sir/ Madam,

Re: Grievance Redressal Policy

You are aware that in exercise of the powers conferred by Section 23A (1) of the Regional Rural Banks Act, 1976, the Government of India, vide Gazette Notification No. CG-DL-E-07042025-262329 dated 07.04.2025, has amalgamated the three Regional Rural Banks operating in the State of Uttar Pradesh viz., Baroda U.P. Bank, Aryavart Bank and Prathama U.P. Gramin Bank, into a single entity- "Uttar Pradesh Gramin Bank", effective from 01.05.2025.

As the aforementioned erstwhile Banks had their own policies and procedures for handling customer grievances, it has been decided to adopt a unified Grievance Redressal Policy to bring about uniformity, transparency and greater efficiency in the redressal of customer complaints across the newly constituted Bank.

In this regard, the Hon'ble Board of the Bank, in its meeting held on 07.05.2025, has approved the adoption of the Grievance Redressal Policy, a copy of which is enclosed herewith for your reference and implementation.

Accordingly, all the Branches and Offices are advised to familiarize themselves with the provisions of the Policy and ensure that the guidelines are meticulously followed.

Please bring the contents of this circular to the knowledge of all staff members.

Yours faithfully,



(Mohan Kumar Singh)
General Manager



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