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Annexure-A

SARASPUR NAGRIK CO OP BANK LTD.

Complaints/Grievances and feedback/Suggestions

If at any stage any customer/non-customer is not satisfied with the services given to him/her please do not hesitate to contact us. The first point of contact or redressal of any complaint will be our Branch Heads who are fully capable of redressal of customers grievances satisfactorily. The Contact no of the Branch Heads are as under:

Branch	Contact No	Branch	Contact No
Head Office	079-26461630	Nava Naroda Branch	079-22800468
Saraspur Branch	079-22928575	Santej Road Branch	02764-286344
Vastral Branch	079-25856847	Amraiwadi Branch	+91 7567227722
Memnagar Branch	079-27475566	Gota Branch	+91 9377115566
Navrangpura Branch	079-26463130	Ranip Branch	079-27525100
Kathwada Branch	+91 9104587787	Nikol Branch	+91 9409301215

If the customer does not receive reply within 10 working days from the Branch Heads, or if the customer is not satisfied with the reply received from the Branch Heads please write to:

Shri Darshak Patel (General Manager)
Saraspur Nagrik Co Op Bank Ltd
1 Darshan Society,
Stadium Commerce Road,
Navrangpura
Ahmedabad 380009


The Contact Details to the General Manager are as under:

Telephone Number: 079-26569376

Mobile Number: +91 9426372217

If the customer does not receive any reply from the General Manager within 30 Days of filling complaint or he/her is not satisfied with the reply the customer can approach the Reserve Bank of India under **the Reserve Bank Integrated Ombudsman Scheme 2021** as under:



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1. For online complaints: <https://cms.rbi.org.in>
2. For Complaint by Emails : crpc@rbi.org.in
3. For Complaint in writing, The address is:
Centralized Receipt and Processing Center (CRPC)
Reserve Bank of India
Central Vista, Sector-17,
Chandigarh – 160 017.

Reserve Bank of India has prescribed a “complaint form” which can be downloaded from its online portal or the customer can visit our bank to avail it.

For detailed information about the scheme or to avail a copy of the scheme, kindly contact the Branch Manager.

