



जळगाव जनता सहकारी बँक लि., जळगाव

(शेड्यूलड बँक)

Customer Lodges Complaint

Complaint Submission Channels

Branch: Written /
Oral / Email

Bank Website: "Lodge a
Complaint" Button

Call Centre:
1800 212 3652
Email: jjsbl_jal@jjsbl.bank.in
/ customercomplaint@jjsbl.bank.in

LEVEL 1 – BRANCH MANAGER

- Reviews and resolves complaint within 7 working days.
- Communicates resolution to customer.

Resolved? – Yes – Complaint Closed

No

Customer may escalate to

LEVEL 2 – Public Relations Officer

- Reviews unresolved complaint.
- Resolves complaint within 7 working days.
- Communicates resolution to customer.

Resolved? – Yes – Complaint Closed

No

Customer may escalate to

LEVEL 3 – PRINCIPAL NODAL OFFICER (HO)

- Email id - pno@jjsbl.bank.in
- Final internal escalation authority.
- Reviews unresolved complaint.
- Ensures overall resolution within 30 days.

Resolved? ————— Yes ————— Complaint Closed

No

Customer may escalate to

RBI Integrated Ombudsman Scheme

- Portal: <https://cms.rbi.org.in>
- Email: crpc@rbi.org.in
- Helpline: 14448