THE JALGAON PEOPLES COOPERATIVE BANK LTD. JALGAON

Escalation Matrix

Complaint Submisssion Channels

- In person by issuing letter.
- By Post
- By Email
- By Telephone
- By Complaint Box

Bank Website:
"Lodge a Complaint"

Call Centre:
Toll Free No. 18002331385
24x7 Support:
customercare@jpc.bank.in
Ph 0257- 2272813.

Level 1 - Branch Manager

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

If resolved, the complaint to be closed.
If not, the Customer may escalate to the following authority.

Level 2 – Chief Manager - Planning & Development Department

- Email ID – planning@jpc.bank.in
- Reviews unresolved complaint.
- Resolved complaint within 7 working days.
- Communicates resolution to customer.

If resolved, the complaint to be closed.
If not, the Customer may escalate to the following authority.

Level 3 – Nodal Officer

- Email ID – swati.sarda@jpc.bank.in
- Final internal escalation authority
- Reviews unresolved complaint.
- Ensures overall resolution within 30 days.

If resolved, the complaint shall be closed.
If not, the Customer may escalate to the following authority.

RBI Integrated Ombudsman Scheme

- Portal : https://cms.rbi.org.in
- Emai : crpc@rbi.org.in
- Helpline : 14448.

The Banking Ombudsman
- Centre Mumbai (i)
Smt. Raksha Mishra,
C/O Reserve Bank of India
4 th Floor, RBI Byculla Office Building,
Opp.Mumbai Central Railway Station,
Byculla, Mumbai 400 008.
Ph.No. 022- 23022028.

The Banking Ombudsman
- Centre Mumbai (ii)
Mr. Sanjay Kumar,
C/O Reserve Bank of India
1 st Floor, RBI Byculla Office Building,
Opp.Mumbai Central Railway Station,
Byculla, Mumbai 400 008.
Ph.No. 022- 23001285.

The Banking Ombudsman :
- Centre Bhopal
Shri Sivakumar Bose,
C/o Reserve Bank of India
Hoshangabad Road, Post Box No. 32,
Bhopal-462 011
STD Code: 0755 Tel. No. 2573772.
Ph.No. 022- 23001480.