Customer Grievance Redressal Mechanism

The Babasaheb Deshmukh Sahakari Bank Ltd., Atpadi

CUSTOMER LODGES COMPLAINT

Complaint Submission Channels

Branch
Written / Oral / Email

Bank Website
"Lodge a Complaint" link

Head Office
Call – 02343-221360 / 220822
Email - customersupport@bdsbank.in

LEVEL 1 – BRANCH MANAGER

a) Visit your nearest Branch and write you compliant
b) Write an Email to Branches
c) Through calling on Branch Landline Numbers

Grievance Redressal Procedure :

1) Acknowledgement within 2 working day
2) Reviews and resolves complaint within 7 working days
3) Communicates resolution to customer

Resolved ? — **Yes** — **Complaint Closed & Customer Notified**

No

Customer may escalate to

LEVEL 2 – NODAL OFFICER – (HO)

Grievance Redressal Procedure :

1) Reviews unresolved complaint
2) Resolves complaint within 7 working days
3) Communicates resolution to customer

Contact Details
Name :- Aba Ganpati Jadhav
Contact No :- 02343-221360
Email ID :- abajadhav@bdsbank.in

Resolved ? — **Yes** — **Complaint Closed & Customer Notified**

No

Customer may escalate to

LEVEL 3 – PRINCIPAL NODAL OFFICER (HO)

Grievance Redressal Procedure :

1) Final internal escalation authority
2) Reviews unresolved complaint
3) Ensures overall resolution within 30 days

Contact Details
Name :- Suresh Tukaram Sagar
Contact No :- 02343-221360
Email ID :- pno@bdsbank.in

Resolved ? — **Yes** — **Complaint Closed & Customer Notified**

No

Customer may escalate to

RBI Integrated Ombudsman Scheme
Portal – https://cms.rbi.org.in
Email - crpc@rbi.org.in
Helpline – 14448