

## REDRESSAL OF COMPLAINTS

Dear Customer,

We, at CORPORATION BANK, are committed to provide you with financial –services of the global standards and make your experience of patronizing Corporation Bank truly enjoyable one. We are in constant pursuit of excellence in the quality of services being provided to our valued customers like you. However, should you feel that our services are not up to the mark and you wish to lodge your complaint, we welcome your valuable suggestions and feedback. Our endeavor shall be to convert your complaint into a compliment.

The matter may be brought to the notice of the concerned Branch Manager for its immediate redressal. Kindly obtain the complaint form from the branch and submit it against acknowledgement.

PLEASE CONTACT BRANCH MANAGER WHO IS THE FIRST POINT FOR IMMEDIATE REDRESSAL OF GRIEVANCE. (Please submit complaint on the prescribed complaint form against acknowledgement.)

### ONLINE SUBMISSION/CHECK THE STATUS

[http://210.212.195.73:8080/pgrs/poc\\_cbankpgrs.php](http://210.212.195.73:8080/pgrs/poc_cbankpgrs.php)

### GRIEVANCE REDRESSAL MECHANISM

**CUSTOMERS are requested to approach the BRANCH MANAGER (as a first resort) in case of any grievances. If not satisfied, they may escalate the issue to:**

LEVEL I	LEVEL II	LEVEL III
Zonal Head	Circle Head	Chief Grievance Redressal Officer
Zonal Head Corporation bank Zonal Office	Circle Head Corporation bank Circle Office	General Manager, Operation & Services, HO  Tel.No: 0824-2861586 Fax: 0824 -2444161  Email-cgro@corpbank.co.in

**BANKING OMBUDSMAN:** If, however, a customer is not satisfied with resolution of his grievances or he does not receive satisfactory reply within a month of his complaint lodged at any level of the Bank (i.e Branch /Zonal Office/ Circle Office/Head Office), he can approach to the Banking Ombudsman. For address and area of operation of Banking Ombudsman, please visit our [Customer Corner](#) Link at our Homepage.