



जनसेवा सहकारी बँक लि. हडपसर, पुणे.
जन सामान्यांची असामान्य बँक, जन सेवेसाठी वचनबद्ध !

GRIEVANCE REDRESSAL

The Janaseva Bank shall strive to resolve the complaints at various touch points itself within the stipulated timelines. In addition, a complaint escalation mechanism would be made available to customers to highlight any delay / deficiency in resolution.

Accordingly, in case a customer is not satisfied with the resolution provided or if a complaint is not resolved within 10 days of its lodgment or within the extended turnaround time communicated, the complaint may be escalated to the Nodal Officer of the Bank.

Level – 1: Nodal Officer

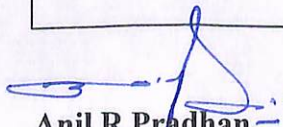
Write to	Send Email	Call on
Mr. Bharat Anna Tilekar Janaseva Sahakari Bank Ltd., Hadapsar, Pune Plot no. 14 Hadapsar Industrial Estate Hadapsar, PUNE - 411013.	tilekar.bharat@janasevabankpune.in	020-26704366 Timing: 10.00 am to 2.00p.m 2.30 pm to 5.00p.m Monday to Saturday: (Except 2 nd & 4 th Saturday and Bank holidays)


Level – 2: Deputy General Manager

Write to	Send Email	Call on
Mr. Anil Rajaram Pradhan Janaseva Sahakari Bank Ltd., Hadapsar, Pune Plot no. 14 Hadapsar Industrial Estate Hadapsar, PUNE - 411013.	anil.pradhan@janasevabankpune.in	020-26704455 Timing: 10.00 am to 2.00p.m 2.30 pm to 5.00p.m Monday to Saturday: (Except 2 nd & 4 th Saturday and Bank holidays)

Level – 3: Chief Executive Officer (Officiating)

Write to	Send Email	Call on
Mr. Shirish Nivrutti Polekar Janaseva Sahakari Bank Ltd., Pune Plot no. 14 Hadapsar Industrial Estate Hadapsar, PUNE - 411013.	ceo@janasevabankpune.in	020-26704433 Timing: 10.00 am to 2.00p.m 2.30 pm to 5.00p.m Monday to Saturday: (Except 2 nd & 4 th Saturday and Bank holidays)


Anil R Pradhan.
Deputy General Manager


Shirish N Polekar
Chief Executive Officer (Officiating)