

CUSTOMER GRIEVANCE REDRESSAL PROCESS

The Barmer Central Co-Operative Bank Ltd. Barmer

Head Office: Sindhari Circle, Mahaveer Nagar, Barmer 344001

<https://www.ccbbarmer.bank.in/>

STEP 1: CUSTOMER SERVICE CHANNELS

 **Email:** dccb.barmer@rajasthan.gov.in

 **Written Complaint:** Submitted directly to Head Office

Satisfied / response within 10 working days?

NO

YES

→ CASE CLOSED

STEP 2: APPROACHING GRIEVANCE REDRESSAL OFFICER

 **Email:** bccb.ins@rajasthan.gov.in

 **Call:** 9257026023

Satisfied / response within 20 working days?

NO

YES

→ CASE CLOSED

STEP 3: APPROACHING PRINCIPAL NODAL OFFICER

 **Email:** bccb.tme@rajasthan.gov.in

 **Call:** 9257026029

Satisfied / response within 25 working days?

NO

YES

→ CASE CLOSED

STEP 4: APPROACHING MANAGING DIRECTOR

 **Mail:** bccb.md@rajasthan.gov.in

 **Call:** 9257026047

Grievance Resolved & Satisfied?

YES

→ CASE CLOSED