



ಕರ್ನಾಟಕ ರಾಜ್ಯ ಸಹಕಾರಿ ಅಪೆಕ್ಸ್ ಬ್ಯಾಂಕ್ ನಿಯಮಿತ
(ಷೆಡ್ಯೂಲ್ಡ್ ಬ್ಯಾಂಕ್)

“ಉತ್ತುಂಗ”, ನಂ.1, ಪಂಪ ಮಹಾಕವಿ ರಸ್ತೆ, ಚಾಮರಾಜಪೇಟೆ, ಬೆಂಗಳೂರು-560 018.

THE KARNATAKA STATE CO-OPERATIVE APEX BANK LTD.
(Scheduled Bank)

No.1, "Uthunga" Pampa Mahakavi Road, Chamrajpet, Bangalore - 560 018 Karnataka INDIA
BRANCH :-

The following is the Process for Customer Complaints

1. Submission of Complaint to the Branch Manager.

The customer shall first submit his/her complaint to the **Branch Manager** and obtain a written acknowledgement of the complaint.

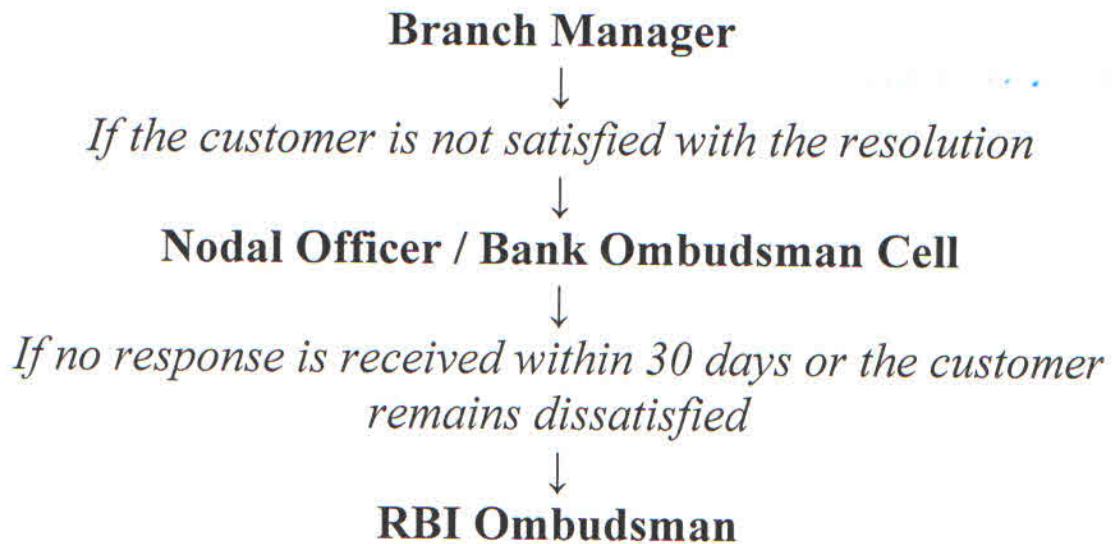
2. Escalation to the Bank Ombudsman Cell

If, the customer is not satisfied with the resolution provided at the branch level, the customer may escalate the complaint to the **Nodal Officer / Bank Ombudsman Cell** for further consideration and resolution.

3. Escalation to the RBI Ombudsman

If, the customer does not receive a response within **30 days**, or is not satisfied with the response/resolution provided by the Bank, the customer may lodge a complaint with the **RBI Ombudsman** in accordance with the applicable RBI guidelines.

Complaint Escalation Flow



Tel : 26612642, 26506782, 26678324, 26679424, 26676325

Grams : "APEX BANK", E-mail : mis@karapex.com, Fax : 080-26628521 CENTREX : 22976600

Website : www.karnatakaapex.com