

Grievance Redressal Step by Step process

Step 1	In case of any grievances with the service of the Bank	<p>You may Please Contact the Branch Manager</p> <p>Or Call Us at Toll Free No: 1800 425 4000 Or at the Land line no: 0497 2717800</p> <p>Or Submit your complaint through KGB Connect</p>
Step 2	In case the complaint is not resolved or the decision is not satisfactory you may write to or contact us at ,	<p>The General Manager, Strategic Planning & Development Wing Kerala Gramin Bank Head Office, KGB Towers AK Road, Uphill, Malappuram 676 505.</p> <p>Tel No. 0483 2735145, email id : customercare.kgb@kgb.bank.in , pdwing.kgb@kgb.bank.in</p>
In case the grievances is not resolved within 30 days from the date of registration Or You are not satisfied with the resolution offered by the bank		You may kindly take recourse to Banking Ombudsman Scheme 2006