

Grievance Redressal Step by Step process

Step 1	<p>In case of any grievances with the service of the Bank</p>	<p>You may Please Contact the Branch Manager</p> <p>Or</p> <p>Call Us at Toll Free No: 1800 425 4000</p> <p>Or at the Land line no: 0497 2717800</p> <p>Or</p> <p>Submit your complaint through <u>KGB Connect</u></p>
Step 2	<p>In case the complaint is not resolved or the decision is not satisfactory you may write to or contact us at ,</p>	<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 : <u>customercare.kgb@kgb.bank.in</u> , <u>pdwing.kgb@kgb.bank.in</u></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		<p>You may kindly take recourse to Banking Ombudsman Scheme 2006</p>