

THE AHMEDABAD MERCANTILE CO-OP. BANK LTD.
HEAD OFFICE: "AMCO HOUSE"
NR. STADIUM CIRCLE, NAVRANGPURA,
AHMEDABAD - 380 009.

FLOWCHART

STEP 1: Lodge Complaint with Branch Desk / Manager

Customer → Branch Desk / Manager

Mode: Visit Branch / Phone / Email / Written Application / Website / Toll Free 1800 233 6588

Turnaround Time (TAT): Within 7 working days

If Resolved → CLOSED

If Not Resolved / Not Satisfied → **Go to Step 2**

STEP 2: Escalation to Nodal Officer (Head Office)

Customer → Principal Nodal Officer / Grievance Redressal Officer

Mode: Email / Letter / Website Complaint Portal / M: 73496 29828

TAT: Within 7 working days

If Resolved → CLOSED

If Not Resolved / Not Satisfied → **Go to Step 3**

STEP 3: RBI's Integrated Ombudsman Scheme (IORBIS)

Customer → RBI Ombudsman

Mode:

Portal: <https://cms.rbi.org.in>

Email: CRPC@rbi.org.in

Toll-free: 14448

Ombudsman Decision → **FINAL**