

## Grievance Redressal

If you are happy with our services tell others, if no tell us

It is the endeavour of the bank to give hassle free service to all its customers at all times. There may be rare occasion when customers feel that service levels are not up to their expected level and their enquiry/grievances/complaints raised at the branch counters are not attended to properly.

**Step 1:** In such a situation Customers are requested to approach the **Branch Head** for the redressal of their enquiry/grievances/complaints. Click on the below link to get the address of our branches.

**Step 2:** However, there may be instances when customer is not satisfied with the reply of Branch Head, he/she may have the option to contact our **Regional Office**.

**Step 3:** If you feel you are not satisfied with the reply of Regional Head you may approach to our Head Office. Click on the below link to get the address of our Head Office.

### Karnataka Bank Head Office

Shri Jayanagaraja Rao S  
General Manager & Principal Nodal Officer  
Head office, Mahaveera Circle, Kankanady,  
MANGALURU - 575 002  
Karnataka State.

To lodge your complaint online, [Click here](#)

### Nodal Grievance Redressal Officer

Shri Suhas M  
Chief Manager & Nodal Grievance Redressal Officer  
Technology & Digital Hub  
Digital Centre of Excellence [DCoE]  
Artisane, 32, 1st Main Road, 3rd Phase,  
JP Nagar, Bengaluru - 560 078, Karnataka.

To lodge your complaint online, [Click here](#)

Please take note that the first point for redressal of complaints is the Bank itself. You may approach Banking Ombudsman only if the complaint is not resolved at the Bank level within a month.

- [Reserve Bank-Integrated Ombudsman Scheme, 2021 \(RBIOS, 2021\)](#)
- [RBIOS,2021-Centralized Receipt and Processing Centre\(CRPC\)](#)
- [Addresses, area of operation and telephone/fax number of Banking Ombudsman\(subject to correction\)](#)
- [Name & address of Karnataka Bank's Principal Nodal Officers/Nodal Officers for different Regions under Integrated Ombudsman Scheme 2021](#)

## Online Grievance Redressal Portal:

You can also utilise the Bank's Online Grievance Redressal Portal to lodge your complaint. Click on the link below to lodge your complaint online.

- [Karnataka Bank Online Complaint Registration](#)
- To check the status of complaints lodged [Click here](#)

## Yearly Complaint Analysis:

To check the yearly analysis of complaints received, disposed off and pending during the Financial Year.

## Business Correspondent Service related Grievances



**Reserve Bank - Integrated Ombudsman Scheme**

Visit <https://cms.rbi.org.in> to lodge a complaint

**Single window for resolution of complaints against RBI regulated entities**

- Complaints not resolved within 90 days or not resolved satisfactorily by Banks/ NBFCs/Credit Information Companies/ Payment System Participants regulated by RBI, can be lodged with the RBI Ombudsman
- Lodge complaints online at <https://cms.rbi.org.in> or by post to Centralised Receipt and Processing Centres, Reserve Bank of India, Chandigarh - 160017
- Track the status of your complaint on Complaint Management System (<https://cms.rbi.org.in>)
- Call **14448** for more information. Timings: Weekdays except National Holidays:
  - 8:00 AM to 10:00 PM for English and Hindi
  - 9:30 AM to 5:15 PM for 10 Regional Languages (Assamese, Bangali, Gujarati, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil and Telugu)

**RBI Kehta Hai... Jaankaar Baniye, Satark Rahiye!**

Issued in public interest by भारतीय रिज़र्व बैंक RESERVE BANK OF INDIA [www.rbi.org.in](http://www.rbi.org.in)

For more details, visit <https://rbikehtahai.rbi.org.in/> For feedback, write to [rbikehtahai@rbi.org.in](mailto:rbikehtahai@rbi.org.in)



**Reserve Bank of India**  
Nation-wide Intensive Financial Awareness Campaign

- Do not share your bank account login ID, password, PIN or OTP with anyone.
- Do not download any unknown app on your phone/device.
- Never respond to messages offering prize money, government aid and KYC updation
- Do not take help from strangers at the ATM. Always cover the ATM keypad with your hand while keying in the PIN.
- Do not give your ATM card to anyone for withdrawal of cash. Never write the PIN on your card.

Scan here to know more about the Be(A)ware booklet published by RBI

Scan here to know more about RB-IOS, 2021