

Grievance Resolution System

- ✦ Customers can lodge their complaints directly to Branch Manager or lodge complaint through Internet in Standardized Public Grievance Redressal System (SPGRS) Module available on Bank's website and it is the responsibility of the Branch Manager to resolve the complaint within 7 days from the date of receipt and inform the complainant.
- ✦ In case the complaint is not satisfactorily resolved, it will be automatically escalated to respective Zonal office and in case complaint is not redressed within 4 days of receipt of the same, it will be automatically escalated to Circle office concerned.
- ✦ Circle office will make all endeavors to resolve the complaint within a period of 4 days of its receipt. If a complaint is not satisfactorily redressed within 4 days of its receipt the same will be escalated to Head Office.
- ✦ Head office will take up the matter on priority basis and take steps to get it resolved within 6 days of its receipt.
- ✦ All efforts will be made to resolve complaint within 21 days of receipt.
- ✦ In case the customers are not satisfied with the handling of the complaint, they may contact the Assistant General Manager, Strategic Planning & GAD, Head Office at the following contact details:

Telephone: 033-44557970 Fax No. 033-44557319

Email: hosp.cscell@ucobank.co.in

- ✦ Any person aggrieved by the decision taken by the Bank may Appeal to Banking Ombudsman RBI, under whose jurisdiction the Branch operates, within 30 days of the date of receipt of communication of decision of the Bank.

✚ Complaint may also be lodged on following telephone numbers and website for speedy redressal –

Toll Free Number	1800 103 0123
For ATM hot listing , helpline mail & Other ATM Queries	uco.custcare@ucobank.co.in hoatm.calcutta@ucobank.co.in
E-banking related queries	hoebanking.calcutta@ucobank.co.in
Customer Grievances	hogr.calcutta@ucobank.co.in
Customer Feedback/Suggestions	customercare.calcutta@ucobank.co.in
For assistance in RTGS/NEFT	rtgsneftdesk.kolkata@ucobank.co.in bo.treasury@ucobank.co.in
For assistance in SPGRS	hosp.cscell@ucobank.co.in
For BCSBI helpdesk	hosp.cscell@ucobank.co.in