



BHARATI SAHAKARI BANK LTD., PUNE

(Multi-State Scheduled Bank)

Head Office : Bharati Vidyapeeth Bhavan, 1st Floor, 13, Sadashiv Peth,
LBS Marg, Pune 411 030.

GRIEVANCE REDRESSAL MECHANISM

LEVEL – 1

Complaint may be first brought to the notice of concerned Branch Manager/ department through phone/ letter/ email/website/ complaint box /complaint register

TAT for Resolution: Within 7 working days from date of receipt of complaint at branch / department.

Name of Branch Manager & Mobile No. _____

LEVEL – 2

If the complaint is unresolved or the resolution is not satisfactory, the complaint can be taken up one level above the branch head with Head Office AGM - Compliance.

TAT for Resolution: 15 working days from date of receipt of complaint at Head Office AGM.

Name and Contact No. Mr. Pradeep Walunj ☎ 020 – 29522907 (Extension - 253)
Email : pradeepwalunj@bharatibankpune.com

LEVEL – 3

If the complaint is unresolved or the resolution is not satisfactory, the complaint can be taken up one level above the Head Office MD/CEO

TAT for Resolution: 25 working days from date of receipt of complaint at Head Office MD/CEO.

Name and Contact No. Mr. Sarjerao Patil ☎ 020 – 29522907 (Extension - 205)
Email : bsbho@bharatibankpune.com

If the complaint is unresolved within 30 days or the resolution is not satisfactory, the complainant can approach the Banking Ombudsman Office.

कृपया कोणतीही तक्रार असल्यास प्रथम शाखाधिका-यांशी संपर्क साधावा. समाधान न झाल्यास वरील अधिका-यांशी संपर्क साधावा.