

GRIEVANCE REDRESSAL MECHANISM IN OUR BANK

Customers are requested to bring to the notice of concerned Branch Managers about their complaint at the first instance. If the complaint is not redressed to the satisfaction of the customer, the same may be taken up with the concerned Regional Office.

If the complainant still feels unsatisfied with the action taken at the Branch/ Regional Office, Circle Office, he can approach the Bank's Nodal Officer at Head Office designated to deal with Customer's complaints/ grievance.

Time frame for resolving customer complaints is 30 days from the date of lodging complaint.

Online complaint registration portal: <https://connect.keralagbank.com/>

Other Customer Friendly measures:

Customer meet is conducted by the Bank on 15th every month (next working day, if it happens to be Saturday or Public Holiday) at Regional Office/ Branches and quarterly at Head Office to receive customer complaints/ suggestions for improvement.

CALL CENTRE SERVICES

CALL CENTRE TOLL FREE NO.

Non Toll Free Number 1800-425-4000

0497-2717800

Customer care Numbers at HO

0483-2733509
9400999931

Call Centre is functioning 24x7/365 days. Bank has a dedicated team to attend the calls of Customers/ General Public on banking related issues.

N.B. – Customers are requested to call on our mentioned Toll Free numbers only for any complaints/ issues. Bank shall not be responsible for any consequences arising out of customers calling any other unverified numbers.

(Updated on 05.07.2024)

| Region | Designated Officer | Mobile | Landline |
|--------------------|---------------------------|---------------|-----------------|
| ERNAKULAM | Regional Manager | 9400999392 | 0484-2346301 |
| KANNUR 1 | Regional Manager | 9400999394 | 0497-2767595 |
| KANNUR 2 | Regional Manager | 9400999398 | 0490-2341303 |
| KASARGOD | Regional Manager | 9400999395 | 04994-222053 |
| KOTTAYAM | Regional Manager | 9400999660 | 0481-2598690 |
| KOZHIKODE | Regional Manager | 9400999396 | 0495-2385101 |
| MALAPPURAM | Regional Manager | 9400999397 | 0483-2731044 |
| PALAKKAD | Regional Manager | 9400999756 | 0491-2932263 |
| PATHANAMTHITTA | Regional Manager | 9400999755 | 0468-2993780 |
| THIRUVANANTHAPURAM | Regional Manager | 9400999399 | 0471-2337875 |
| THRISSUR | Regional Manager | 9400999400 | 0487-2420653 |
| WAYANAD | Regional Manager | 9400999393 | 04936-206166 |