The Municipal Co-op Bank Ltd., Mumbai
Consumer Grievance Redressal Process

Lodge Complaint Flow

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Branch Level

- Branch Visit /on website/physically on letter /Email
- Submit Complaint
- Initial Response

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Asst. Manager

- Addresses Complaint
- Resolution Within Timeframe

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Nodal Officer/Branch Manager

- Escalation to Branch Nodal Officer
- Review & Resolve Complaint

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Supervisory Nodal Officer (Head Office)

- Escalation to Branch Nodal officer
- Review & Resolve Complaint

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Department Head /DGM

- Review and Resolution

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General Manager

- Final Review and Resolution