

**Kallappanna Awade Ichalkaranji Janata Sah. Bank Ltd.,**

**CUSTOMER RAISES COMPLAINT**

**COMPLAINT SUBMISSION CHANNEL**

**Branch**

Oral/Written/  
Email;complaints@ijsbank.com

**Web Site**

LODGE COMPLAINTS ON  
WEBSITE

**RBI- OMBUDMAN**

(CMS Portal)

**LEVEL-1 BRANCH**

1. Acknowledgement will be given within 1 working day
2. Review and resolves complaints within 7 working days
3. Communication of resolve made to customer

**If Unresolved**

Customer may escalate, if  
complaint unresolved

**LEVEL - 2  
NODAL OFFICER**

1. Review and resolves complaints within 30 working days.
2. Communication of resolve made to customer

**If Unresolved**

Customer may escalate, if  
complaint unresolved

**LEVEL- 3  
RBI INTEGRATED OMBUDSMAN SCHEME**

1. Portal - <https://cms.rbi.org.in>
2. Email - [crpc@rbi.org.in](mailto:crpc@rbi.org.in)

**If Resolved**

1. Complaint will be closed
2. Intimated to customer

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