Phone No.: 0832 - 2362142, 2363047
THE BICHOLIM URBAN CO-OPERATIVE BANK LIMITED
Central Office, "Nandanvan",
Bicholim, Goa - 403 504.

Customer Grievances Redressal Mechanism

COMPLAINT LODGED BY THE CUSTOMER
email ID: customersupport@bicholimurban.bank.in

SUBMISSION CHANNELS

I.T. DEPT/ MANAGER
email ID: abhay.mayekar@bicholimurban.bank.in
Official No. 8799906322

CUSTOMER GRIEVANCES OFFICER
email ID: snb58@bicholimurban.bank.in
Official No. 8830440258

BRANCHES
written/Oral/Email

Branch Manager

- **Acknowledgement within 1 working days.**
- **Reviews and resolves complaint within 7 working days.**
- **Communicates resolution to customer Grievances Officer CGO by the Branches.**
- **Communicates resolution to customer by the Grievances Officer.**
- **All the above, forwarded to M.D. Office.**

DEPARTMENTS
written/Oral/Email

Department Head

- **Acknowledgement within 1 working days.**
- **Reviews and resolves complaint within 7 working days.**
- **Communicates resolution to Customer Grievances Officer CGO by the Departments.**
- **Communicates resolution to customer by the Grievances Officer.**
- **All the above, forwarded to M.D. Office.**

Managing Director Office

- **All complaints / suggestion communication from Branches/ Dept. are placed in front of Audit Committee Meeting & Board Meeting.**