डोंबिवली नागरी सहकारी बँक लि.
DNS BANK (मल्टी-स्टेट शेड्यूल्ड बँक)
अर्थाला विश्वास मिळे अन् विश्वासाला अर्थ मिळे।

Complaint - Flow Chart

Customer Lodges Complaint

Complaint Submission Channels

Branch or Head Office
Written / Oral / By Post

Bank Website Lodge in
Complaint Link

By E-mail:
pno@dnsb.co.in

Level 1 – Branch Manager

- Acknowledgement within 1 working day.
- Reviews and resolves complaint within 14 working days.
- Communicates resolution to customer.

Not Resolved

If Closed

Level 2 – Principle Nodal Officer (HO)

- Final internal escalation authority.
- Reviews unresolved complaints.
- Ensures overall resolution within **30 Days**.

If Close / Resolved

If Resolved
Closed

If Not
Satisfaction

If Not

RBI Integrated Ombudsman Scheme

- Portal - https://cms.rbi.org.in
- crpc@rbi.org.in