

**NNSB**

निष्पक्षता ही हमारी कुली है।

नागपुर नागरिक सहकारी बैंक लि.

(महाराष्ट्र सहकारी बँक)

NAGPUR NAGARIK SAHAKARI BANK LTD.

Head Office - Nagpur

## Hierarchy of Officers Responsible for Consumer Grievances

Level	Authority	Responsibility
Level 1	Front Desk	Complaint registration, acknowledgement, first-level resolution
Level 2	Branch Manager	Service correction and Customer satisfaction, customer communication and if customer is not satisfied, escalate the same.
Level 3	Nodal Officer	Policy review, compliance, independent resolution. Satisfaction of escalated complaints.
Level 4	Chief Compliance Officer	Final internal authority, regulatory accountability and compliance.
External	Banking Ombudsman / RBI / Regulator	Regulatory Authority.

