

West Bengal Gramin Bank

Procedure for Lodging a Complaint

WBGB has established a Customer Grievance Redressal Mechanism in accordance with the directions issued by the Reserve Bank Of India. The objective of this mechanism is to ensure prompt, transparent and effective resolution of customer complaints.

Customer may lodge complaints through the following escalation mechanism:

Level 1

Branches under respective Regions / Regional Offices

Customers may lodge their complaint at the concerned Branch/
Regional Office(Indicative Resolution Time: Up To 7 Days)

Murshidabad
Regional
Head

E_mail:
rmmsd@wbg.
bank.in

Malda
Regional
Head

E_mail:
rmmalda@wbg
b.bank.in

Nadia
Regional
Head

E_mail:
rmnadia@wbg
b.bank.in

North 24 PGS
Regional
Head

E_mail:
rmnorth24pgs
@wbg.bank.in

**South 24
PGS
Regional
Head**

E_mail:
rmsouth24pgs
@wbgb.bank.i
n

**Purba
Midnapore
Regional
Head**

E_mail:
rmpurmid@w
bgb.bank.in

**Hooghly
Regional
Head**

E_mail:
hooghlyro.rm
@wbgb.bank.i
n

**Paschim
Midnapore
Regional
Head**

E_mail:
rmpasmid@w
bgb.bank.in

**Bankura
Regional
Head**

E_mail:
rmbankura@w
bgb.bank.in

**Burdwan
Regional
Head**

E_mail:
burdwanro.rm
@wbgb.bank.i
n

**Suri
Regional
Head**

E_mail:
suriro.rm@wb
gb.bank.in

**Howrah
Regional
Head**

E_mail:
howrahro.rm
@wbgb.bank.i
n

**Uttar
Dinajpur**
Regional
Head

E_mail:
rmudd@wbg.
bank.in

**Dakshin
Dinajpur**
Regional
Head

E_mail:
rmdakshindinaj
pur@wbg.bank.
in

Purulia
Regional
Head

E_mail:
rmpurulia@wb
gb.bank.in

Coochbehar
Regional
Head

E_mail:
rmcooc@wbg
b.bank.in

Jalpaiguri
Regional
Head

E_mail:
rmjlp@wgb.b
ank.in

Siliguri
Regional
Head

E_mail:
rmsili@wgb.b
ank.in

Level 2

Head office Customer care Department / Nodal Officer

- If the Complaint is not resolved satisfactorily at level 1, it may be escalated to the Head office Customer care Department / Nodal Officer
- Indicative Resolution time: up to next 15 days (Complaints will be resolved within a total period of 30days from the initial date of receipt of the complaint at level 1)

E_mail Id: customercarewbg@wbg.bank.in
Toll free number -1800 180 7777

Level 3

Reserve Bank of India Ombudsman Scheme

Online portal: <https://cms.rbi.org.in>

Email or Physical Submission to the RBI
Centralized Receipt and Processing Center

Appeal Mechanism

If either party is not satisfied with the decision of the Ombudsman, an appeal may be filed before the Appellate Authority, who is the Executive Director in charge of the Department administering the Scheme at RBI.

Important Note: The Ombudsman Scheme provides an **alternate dispute resolution mechanism** and does not restrict the complainant from approaching any other court, tribunal or authority for redressal.