



ARUNACHAL PRADESH RURAL BANK

HEAD OFFICE : 'E' SECTOR, SHIV MANDIR ROAD
NAHARLAGUN
ARUNACHAL PRADESH

NODAL OFFICER FOR HANDLING CUSTOMER GRIEVANCES:

i) The *Principal* Nodal Officer at APRB, Head Office, Naharlagun, for customer grievances redressal is the General Manager. The *Principal* Nodal Officer is responsible for implementation and monitoring of customer grievances redressal in the entire Bank. Aggrieved customers can write quoting their complaint number to the *Principal* Nodal Officer regarding their grievances at the following address:

The
General Manager
Arunachal Pradesh Rural Bank
Head Office
'E' Sector, Shiv Mandir Road,
Naharlagun-791110
Email: gm@apruralbank.co.in

The contact particulars are also available on the Bank's web site.

ii) The Nodal officer for grievance redressal at Head Office shall be the General Manager and grievances will be handled by the Manager IT under his control. The Nodal Officer shall monitor the implementation of the Bank's grievances redressal mechanism in all the Branches. The Concerned Nodal Officer shall also ensure implementation of policies and instruction of BCSBI relating to the Bank's Codes of Commitments to customers and instructions on customer service issued by the RBI, DPG and other Regulatory Agencies.

The Nodal Officer shall be responsible for representing the Bank and furnish information to the Ombudsman for Digital Transactions in respect of complaints filed against the Bank.

