



Thane Bharat Sahakari Bank Ltd.

Scheduled Bank

Central Office : Sahayog Mandir, Sahayog Mandir Path, Ghantali, Naupada, Thane (W) - 400 602.

OMBUDSMAN SCHEME 2021

A. CUSTOMER SERVICE INFORMATION :

- i. We have separately displayed the key interest rates on deposits in the Branch.
- ii. Nomination facility is available on all Deposits and Safe Deposit Vaults.
- iii. In a bank note tendered here is found to be counterfeit, we will issue an acknowledgment to the tenderer after stamping the note.
- iv. Please refer to our cheque collection policy for the applicable time frames for collection of local and outstation cheques.
- v. For satisfactory accounts, we offer immediate credit of outstation cheque up to Rs. 5,000/-

B. SERVICE CHARGES :

We have separately displayed the schedule of various service charges in the Branch. Copy of the same is also available in the "information Booklet" Which is available with the Branch Manager.

C. GRIEVANCE REDRESSAL :

- i. If you have any grievances / complaints, please approach Branch Manager
- ii. If your complaints is unresolved at the Branch level, you may approach our Principal Nodal Officer at Central Office : Sahayog Mandir, Sahayog Mandir Path, Ghantali, Naupada, Thane (W) - 400 602.

Principal Nodal Officer : Mr. Prasad Dandekar

Contact at : 8291992649 / complaint@tbsbl.com

- iii. If you are not satisfied with our grievance redressal, you may approach.
The Banking Ombudsman Dr. Neena Rohit Jain C/o. Reserve Bank of India, 4th Floor, Opp. Mumbai Central Railway Station, Byculla, Mumbai - 400 008. Tel. : 022-23022025 / 26 / 27 / 28 Fax : 022-23022024 / <https://cms.rbi.org.in>

D. INFORMATION AVAILABLE IN BOOKLET FORM :

- i. All items mentioned in (A) to (C) above.
- ii. Design and security features of all bank notes.
- iii. Policy documents relating to Cheque Collection, Grievances Redressal Procedure, Security repossession and Compensation.
- iv. The complete service charges, including services rendered free of charge.
- v. Fair Practice Code / The Code of Bank's Commitment to Customers.