



ಕರ್ನಾಟಕ ಗ್ರಾಮೀಣ ಬ್ಯಾಂಕ್
Karnataka Grameena Bank

| | | |
|--------------------------------------------------------------------------------------------------------|----------|-------------|
| HEAD OFFICE: BALLARI | Memo No | 150/2025-26 |
| H R WING | Index No | 41/2025-26 |
| PENSION CELL | Date | 02.09.2025 |
| SUB: Formation of Grievance Redressal Cell for retired employees/family pensioners of our Bank. | | |

Our Bank is committed to providing excellent service to everyone including our retired staff & their families. To ensure that all complaints from the retired staff & their families are handled efficiently, fairly and with promptness, a Grievance Redressal Cell has been established at Head Office to bring meaningful and effective solutions.

If the retired employees/family pensioners wants to raise a complaint/grievance, they may send mail to pw.grdcell@kgbk.in. Otherwise, they may also give complaint in writing to Nodal Officer, Pensioners Grievance Redressal Cell, Head Office, Ballari.

Nodal Officer:

Manager/Senior Manager of Pension Cell will be the Nodal Officer. Nodal Officer will act as single point of contact to address/dispose the grievance/s expeditiously by maintaining the quality in redressal of the grievances/complaints of retired employees/family pensioners of the Bank.

Time frame for disposal of complaints:

Grievances /complaints of pensioners / family pensioners will be addressed within following time frames:

- 30 days from the date of receipt for complaints related to pension issues.
- 45 days from the date of receipt for other than pension related issues.

Please bring the contents of this Memo to the notice of all staff members working in the Branches/ Offices and to all the retired staff members who have retired from your branch or maintaining banking transactions in your branch.

SANDEEP RANJAN VERMA
GENERAL MANAGER

To: All Branches / Offices