

Bank Officials to be contacted for Redressal of Complaints

Escalation Matrix	Designation	Name & Details
Level - 1	Branch Manager	
Level - 2	Regional Head	
Level - 3	Regional Nodal Officer	
Level - 4	Principal Nodal Officer	Shirley George Jana Small Finance Bank Divyasree Chambers #11, 5th Floor, A-Wing Off Langford Road, Bangalore - 560025 Tel: 080 - 68131421 (9am to 6pm Monday to Friday) Email: nodal.officer@janabank.com
Level - 5	Banking Ombudsman	Centralised Receipt and Processing Centre Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017 Email: crpc@rbi.org.in OR https://cms.rbi.org.in