

Grievance Redressal Flowchart

JANA SMALL FINANCE BANK

STEP 1 - Customer Care (Level 1)

- Call / Email / Website / Visit Branch / Write to Us (Letter)
At - Jana Small Finance Bank Ltd,
No. 11, 5th Floor, Divyashree Chambers, O'Shaughnessy Road,
Bengaluru - 560025
- Toll Free: 1800 2080 / 1800 4200
- Email: customercare@jana.bank.in
- Branch Locator on Website



In Case, you do not receive a satisfactory response at level 1 within 7 working days

STEP 2 - Escalation (Level 2)

- Grievance Redressal - via website
- Regional Nodal Officer (RNO)
- Senior Management contact details



In Case, you do not receive a satisfactory response at level 2 within 5 working days

STEP 3 - Principal Nodal Officer (Level 3)

- Name: Shirley George - Principal Nodal Officer (PNO)
- Email: nodal.officer@jana.bank.in
- Phone: 080-68131421
- Address: Jana Small Finance Bank Ltd., No. 11, 5th Floor,
Divyashree Chambers, O'Shaughnessy Road, Bengaluru -
560025
- In case your grievance does not get resolved at all levels
of the Bank within a month, you can write to the
Integrated Banking Ombudsman at
<https://cms.rbi.org.in>