

## GRIEVANCE REDRESSAL UNDER PMJDY SCHEME

For grievances pertaining to your accounts opened under the PMJDY Scheme, you may choose any of the following channels to register your complaint:

- **Branch:** You may meet the Branch / Service Manager of any branch and register your complaint.
- **Customer Experience Centre:** You may call our 24 hour contact center at 1860 266 2666 (local call rates apply).
- **Letter:** You may write to us at Kotak Mahindra Bank P.O Box - 16344, Mumbai - 400013.
- **Website:** You may visit our Bank website, go to the "Contact Us" section and register your complaint online.
- **Net Banking:** In case you are registered for Net Banking services, you may log in to your net banking, go to the "Inbox" tab under Profile option and register your complaint.
- **Email:** You may send us an email through the option of "Email us" under Customer Service section on our website and register your complaint.
- Toll Free Number provided by Government - All India Toll Free Nos. 1800-110-001, 1800-180-1111. You may also call on \_\_\_\_\_  
< if any state specific toll free number shared by SLBC or any other regulatory bodies eg. toll free number of Convener SLBC Haryana 0172-2704621 >
- Email ID provided by Government - To register your complaint you may email pmjdy.grievances@nic.in.