

Grievance Resolution System

- Customer can lodge their complaints directly to the Branch Manager or lodge complaint through Internet in **Standardized Public Grievance Redressal System (SPGRS) Module** available on Bank's website and it is the responsibility of the Branch Manager to resolve the complaints within 3 days from the date of receipt and inform the complainant.
- In case the complaint is not satisfactorily resolved, it will be automatically escalated to respective Zonal Office and in case complaint is not redressed within 4 days of receipt of the same, it will be automatically escalated to Head Office.
- Zonal Office will make all endeavours to resolve the complaint within a period of 4 days of its receipt. If a complaint is not satisfactorily redressed within 4 days of its receipt the same will be escalated to Head Office.
- Head office will take up the matter on priority basis and take steps to get it resolved within 3 days of its receipt.
- All efforts will be made to resolve complaint within 10 days of receipt.
- In case the customer is not satisfied with the handling of the complaint, they may contact the Assistant General Manager, Customer Service Cell, Strategic Planning Department, Head Office at following contact details:
Telephone: 033 44 55 7326 and E-mail: hosp.cscell@ucobank.co.in
- Any person aggrieved by the decision taken by the Bank may Appeal to Banking Ombudsman RBI, under whose jurisdiction the Branch operates, within 30 days of the date of receipt of communication of decision of the Bank.
- Complaints may also be lodged on following telephone numbers and E-Mails for speedy redressal: -

Toll Free No	1800 103 0123
ATM Hot listing & helpline	uco.custcare@ucobank.co.in
Other ATM Queries	hoatm.calcutta@ucobank.co.in
E-banking related	hoe_banking.calcutta@ucobank.co.in
M-banking	uco.mbanking@ucobank.co.in
Customer Grievance	hosp.cscell@ucobank.co.in
Customer Feedback/Suggestions	customercare.calcutta@ucobank.co.in
For assistance in RTGS/NEFT	rtpsneftdesk.kolkata@ucobank.co.in
For assistance in SPGRS	hosp.cscell@ucobank.co.in