



# Janata Sahakari Bank Ltd., Pune

(Multistate Scheduled Bank)

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## PROCESS OF FILLING INVESTOR COMPLAINT

When clients encounter issues or concern with their depository participant's service, it's important to have a clear and efficient procedure for filling complaints and tracking their progress. Here's a detailed write up outlining the procedure, along with a flowchart for visual reference.

### Step 1: Initiating the complaint-

Clients initiate the complaint by sending an email on our designated email id – 'depository@jsblpune.bank.in'

This email id is specifically established to handle and address client grievances.

### Step 2: Providing relevant information by client-

Client should mention the following details in his complaint- Full name, address, contact details, details of complaint along with relevant documents if any.

### Step 3: Acknowledgement to client-

Upon receipt of email, client will get an acknowledgment mail from our side. This acknowledgement will provide reference to client for future communication.

### Step 4: Initial review by DP-

Review of the complaint is done by DP official based on the information provided by client in the complaint and necessary action is taken by giving reply to client within 21 calendar days from date of lodging of complaint.

### Step 5: Closure of complaint by DP-

Complaint is closed by obtaining confirmation mail from complainant mentioning that satisfactory reply is received from DP & complaint is resolved.

### Step 6: Re-lodging of complaint-

In case of non-receipt of reply within prescribed timeline or if client is not satisfied with reply received from DP, client may lodge complaint further for redressal at our Customer Care department, Head office on mail – 'customercare@janatabankpune.com'

Necessary review will be taken by officials of customer care department on the basis of information (facts & figures) & satisfactory reply is given to client.

In case of non-redressal of complaint by above steps, customer can lodge complaint to:

NSDL – [relations@nsdl.com](mailto:relations@nsdl.com)

CDSL - [complaints@cdslindia.com](mailto:complaints@cdslindia.com)

SEBI SCORES - <https://scores.sebi.gov.in/>

Smart ODR - <https://smartodr.in/login>