Customer Raise a Complaint

Level 1 : Complaint logged through channels
(Customer submit complaint - Written to base branch / email (ho@bhagyalakshmibank.com)/ on website (www.bhagyalakshmibank.com))

Acknowldgement to customer

Issue Resolved within 7 days ?

Yes
(Complaint Closed & Customer informed)

No
Level 2 : Head Office
Head of Department
Administration Section
Cell No-7755915121

Issue Resolved within 7 days ?

Yes
(Complaint Closed & Customer informed)

No
Level 3 : Head Office
Deputy Chief Officer
(Nodal Officer)
Cell No - 8600045749

Issue Resolved within 7 days ?

Yes
(Complaint Closed & Customer informed)

No
Level 4 : Head Office
Chief Executive Officer
Cell No - 9607971199

Final Decision & Resolution