

## Customer Grievance Redressal Mechanism

### Customer Complaint Channel

Head Office

Written/Oral/Email

Toll Free Number

18002333400 (10:00 AM to 06:00 PM)

Branch

Written/Oral/Email

First Level Escalation

### Digital Channels and Other

Product Name	Email ID	Contact Number
ATM/POS/ECOM	<a href="mailto:atm@akolaurban.bank.in">atm@akolaurban.bank.in</a>	9545402635
UPI/IMPS	<a href="mailto:imps@akolaurban.bank.in">imps@akolaurban.bank.in</a>	9923593745
NACH	<a href="mailto:rtgs@akolaurban.bank.in">rtgs@akolaurban.bank.in</a>	9923588899
CTS	<a href="mailto:cts@akolaurban.bank.in">cts@akolaurban.bank.in</a>	9923588899
Internet/Mobile Banking	<a href="mailto:support@akolaurban.bank.in">support@akolaurban.bank.in</a>	9923593745
NEFT/RTGS	<a href="mailto:rtgs@akolaurban.bank.in">rtgs@akolaurban.bank.in</a>	9923588899
Shares	<a href="mailto:shares@akolaurban.bank.in">shares@akolaurban.bank.in</a>	9923593745
Assessability Officer (For visually impaired person)	<a href="mailto:nr.apet@akolaurban.bank.in">nr.apet@akolaurban.bank.in</a>	9922008451

Second Level Escalation

Name	Email ID	Contact Number
Sunil Joshi (Nodal Officer)	<a href="mailto:grievance@akolaurban.bank.in">grievance@akolaurban.bank.in</a>	9922866183
Durgaprasad B. Thakur (Manager)	<a href="mailto:db.thakur@akolaurban.bank.in">db.thakur@akolaurban.bank.in</a>	8404094467

Name	Email	Phone
MAIN BRANCH AKOLA	<a href="mailto:aucb_main@akolaurban.bank.in">aucb_main@akolaurban.bank.in</a>	9923588834
RAMDASPETH	<a href="mailto:aucb_ramdaspath@akolaurban.bank.in">aucb_ramdaspath@akolaurban.bank.in</a>	9923588204
KARANJA	<a href="mailto:aucb_karanja@akolaurban.bank.in">aucb_karanja@akolaurban.bank.in</a>	9923588192
MANGRULPIR	<a href="mailto:aucb_mangrulpir@akolaurban.bank.in">aucb_mangrulpir@akolaurban.bank.in</a>	9923794198
ADARSH COLONY	<a href="mailto:aucb_adarshcolony@akolaurban.bank.in">aucb_adarshcolony@akolaurban.bank.in</a>	9923033319
BALAPUR	<a href="mailto:aucb_balapur@akolaurban.bank.in">aucb_balapur@akolaurban.bank.in</a>	9923588197
TAJNAPETH BRANCH	<a href="mailto:aucb_tajnapeth@akolaurban.bank.in">aucb_tajnapeth@akolaurban.bank.in</a>	9923588845
MURTIZAPUR	<a href="mailto:aucb_murtijapur@akolaurban.bank.in">aucb_murtijapur@akolaurban.bank.in</a>	9923588190
HIWARKHED	<a href="mailto:aucb_hiwarkhed@akolaurban.bank.in">aucb_hiwarkhed@akolaurban.bank.in</a>	9765988191
AKOT BRANCH	<a href="mailto:aucb_akot@akolaurban.bank.in">aucb_akot@akolaurban.bank.in</a>	9923588198
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TELHARA	<a href="mailto:aucb_telhara@akolaurban.bank.in">aucb_telhara@akolaurban.bank.in</a>	9923588203
SITABULDI, NAGPUR	<a href="mailto:aucb_sitabuldi@akolaurban.bank.in">aucb_sitabuldi@akolaurban.bank.in</a>	9823075126
JALGAON	<a href="mailto:aucb_jalgaon@akolaurban.bank.in">aucb_jalgaon@akolaurban.bank.in</a>	9923588147
JAISTHAMB, AMRAVATI	<a href="mailto:aucb_jaistambh@akolaurban.bank.in">aucb_jaistambh@akolaurban.bank.in</a>	9823040944
YAVATMAL	<a href="mailto:aucb_yavatmal@akolaurban.bank.in">aucb_yavatmal@akolaurban.bank.in</a>	9823044623
DARYAPUR	<a href="mailto:aucb_daryapur@akolaurban.bank.in">aucb_daryapur@akolaurban.bank.in</a>	9923588200
RAJAPETH, AMRAVATI	<a href="mailto:aucb_rajapeth@akolaurban.bank.in">aucb_rajapeth@akolaurban.bank.in</a>	9923795198
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GANDHIBAG, NAGPUR	<a href="mailto:aucb_gandhibag@akolaurban.bank.in">aucb_gandhibag@akolaurban.bank.in</a>	9823076701
A.P.M.C.	<a href="mailto:aucb_apmc@akolaurban.bank.in">aucb_apmc@akolaurban.bank.in</a>	9923588846
CHANDRAPUR	<a href="mailto:aucb_chandrapur@akolaurban.bank.in">aucb_chandrapur@akolaurban.bank.in</a>	9823146827
WARDHA	<a href="mailto:aucb_wardha@akolaurban.bank.in">aucb_wardha@akolaurban.bank.in</a>	8806326906
NANDED	<a href="mailto:aucb_nanded@akolaurban.bank.in">aucb_nanded@akolaurban.bank.in</a>	9823146832
DABKI ROAD	<a href="mailto:aucb_dabki_road@akolaurban.bank.in">aucb_dabki_road@akolaurban.bank.in</a>	9923588840
CIVIL LINE	<a href="mailto:aucb_civilline@akolaurban.bank.in">aucb_civilline@akolaurban.bank.in</a>	9923588839
CHH.SAMBHAJI NAGAR	<a href="mailto:aucb_aurangabad@akolaurban.bank.in">aucb_aurangabad@akolaurban.bank.in</a>	9823018610
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