

Re : Grievance Redressal Mechanism in case of Life Cover under Pradhan Mantri Jan Dhan Yojana (PMJDY)

Following is the Grievance Redressal System, in all our Operating Pension and Group (P&GS) Units for the Pradhan Mantri Jan Dhan Yojana (PMJDY)

- a) In the Divisional Office, the Manager (CRM) shall be the Grievance Redressal Officer (GRO) and in P&GS Unit; the Unit In-Charge shall be the Grievance Redressal Officer (GRO).
- b) At Zonal Office, Regional Manager (P&GS) shall be the Grievance Redressal Officer (GRO),
- c) At Corporate Office, Executive Director (P&GS) shall be the Grievance Redressal Officer(GRO)