

Complaint Registration Form for transaction carried through Digital Channels

The Branch Manager

Jammu and Kashmir Grameen Bank, Branch Office: _____

Customer information:

<u>Account number:</u>	
<u>Account Name:</u>	
<u>Phone number</u>	
<u>Transaction Date:</u>	
<u>Transaction Amount:</u>	

For NEFT/RTGS:

<u>UTR No:</u>	
<u>Issue</u>	<input type="checkbox"/> Amount Send to Wrong Recipient <input type="checkbox"/> Amount debited from account but not credited to Beneficiary. <input type="checkbox"/> Any other Issue:

FOR UPI/IMPS/INTRA

<u>Issue</u>	<input type="checkbox"/> Amount Send to Wrong Recipient <input type="checkbox"/> Payment Failed but amount debited from account. <input type="checkbox"/> Amount debited from account but not credited to Beneficiary. <input type="checkbox"/> Performed the transaction but it is showing pending. <input type="checkbox"/> Amount not received in JKGB account <input type="checkbox"/> Any other Issue:
---------------------	--

FOR ATM:

<u>Card Number</u>	
<u>Complaints related to Cash Withdrawal</u>	<input type="checkbox"/> Amount requested for withdrawal: <input type="checkbox"/> Amount actually disbursed at ATM: <input type="checkbox"/> Amount to the account debited: <input type="checkbox"/> Time of transaction: <input type="checkbox"/> Card Capture by ATM: <input type="checkbox"/> Any other Issue :
<u>Brief description of Complaint</u>	

Date

Signature of Customer