



**Complaint Registration Form for transaction carried through Digital Channels**

The Branch Manager

Jammu and Kashmir Grameen Bank, Branch Office: \_\_\_\_\_

Customer information:

Account number:	
Account Name:	
Phone number	
Transaction Date:	
Transaction Amount:	

**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:
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**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