

ग्राहकों की विशिष्ट शिकायतों के निवारण हेतु निम्नानुसार अधिकारियों को अधिकृत किया जाता है :-

S.N.	Particulars	First Level	Second Level	Third Level
1	ATM/ Debit Card	Rajneesh Yadav	Vaibhav Jain	Jitendra Jain
2	Credit Card	N.A.	N.A.	N.A.
3	Internet/Mobile Banking	Rajneesh Yadav	Vaibhav Jain	Jitendra Jain
4	Account Opening/ Difficulty in operation of accounts	Devendra Rao Bhosle	Vaibhav Jain	Jitendra Jain
5	Mis-selling/ Para-Banking	Devendra Rao Bhosle	Vaibhav Jain	Jitendra Jain
6	Recovery Agent/ Direct Sales agent	Vaibhav Jain	Jitendra Jain	Mahendra Singh Yadav
7	Pension and senior citizens /differentially abled	Devendra Rao Bhosle	Ajay Yadav	Vaibhav Jain
8	Loans and advances	Vaibhav Jain	Jitendra Jain	Mahendra Singh Yadav
9	Leavy of charges without prior notice/ Excessive charges/ fore closure charges	Vaibhav Jain	Jitendra Jain	Mahendra Singh Yadav
10	Cheque/ Draft/ Bills	Devendra Rao Bhosle	Vaibhav Jain	Jitendra Jain
11	Non observance of fair practices	Devendra Rao Bhosle	Vaibhav Jain	Jitendra Jain
12	Exchange of coins, issuance /acceptance of small denomination note and coins	Devendra Rao Bhosle	Vaibhav Jain	Jitendra Jain
13	Bank Guarantee/ Letter of credit and documentary credit	Ajay Yadav	Vaibhav Jain	Jitendra Jain
14	Staff behavior	Vaibhav Jain	Jitendra Jain	Mahendra Singh Yadav

15	Facilities for customers visiting the branch/ adherence to prescribed working hours by the branch etc.	Vaibhav Jain	Jitendra Jain	Mahendra Singh Yadav
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SR. No.	Name	Designation	Mobile No.	Landline No.	Email Id
1	Mahendra Singh Yadav	Director	9425483233	07592 – 405982	nsbmvidisha@nsbvidisha.org
2	Jitendra Jain	C.E.O.	9589312831	07592 – 405982	nsbmvidisha@nsbvidisha.org
3	Ajay Yadav	Branch Manager	8085351528	07592 – 237500	nagrik_bank@nsbvidisha.org
4	Vaibhav Jain	Chief Manager	9770557714	07592 – 237500	nagrik_bank@nsbvidisha.org
5	Devendra Rao Bhosle	Chief Accountant	8085351520	07592 – 237500	bankho@nsbvidisha.org
6	Rajneesh Yadav	Asst. Manager	8085351523	07592 – 237500	bankho@nsbvidisha.org