

Customer Grievance Redressal Mechanism

Customer Complaint Channel

Head Office
Written / Oral / Email

Toll Free Number
18002333400 (10.00 AM to 6.00 PM)

Branch
Written / Oral / Email

First Level Escalation

Digital Channels and Other		
Product Name	Email Id	Contact Number
ATM / POS / ECOM	atmsupport@akolajanatabank.com	9922960103
UPI	upi@akolajanatabank.com	0724-2430012 Ext -616
IMPS / Mobile Banking	mobilesupport@akolajanatabank.com	0724-2430012 Ext -659
NACH	nach@akolajanatabank.com	0724-2430012 Ext -616
CTS	ctscell@akolajanatabank.com	9822698920
Internet Banking	ib@akolajanatabank.com	9922962763
NEFT / RTGS	rtgsneftops@akolajanatabank.com	9822698202
Share	share@akolajanatabank.com	0724-2430012 Ext -614
Loan	a.holoan@akolajanatabank.com	0724-2430012 Ext -637

Branches		
Branch Name	Email Id	Contact Number
Main Br	mainbranch@akolajanatabank.com	9922673173
Malegaon	malegaon@akolajanatabank.com	9881908720
Risod	risod@akolajanatabank.com	9850954765
Washim	washim@akolajanatabank.com	9822698206
Mangrulpir	mangrulpir@akolajanatabank.com	9881908718
Karanja	karanja@akolajanatabank.com	9850209261
Telhara	telhara@akolajanatabank.com	9850209239
Tajnapeth	tajnapeth@akolajanatabank.com	9850209255
TapdianNagar	tapdianagar@akolajanatabank.com	9850209256
Gorakshan Road	gorakshanroad@akolajanatabank.com	9850209257
Murtizapur	murtizapur@akolajanatabank.com	9850209263
Akot	akot@akolajanatabank.com	9822698208
Shirpur	shirpur@akolajanatabank.com	9922960168
Manora	manora@akolajanatabank.com	9922960167
Amravati	amravati@akolajanatabank.com	9822698209
Khamgaon	khamgaon@akolajanatabank.com	9822698210
Old City	oldcity@akolajanatabank.com	9850209258
Jalgaon	jalgaon@akolajanatabank.com	9822698212
Yavatmal	yavatmal@akolajanatabank.com	9822698213
Nagpur	nagpur@akolajanatabank.com	9822698220
Digras	digras@akolajanatabank.com	9850209240
Malkapur Raad	malkapurraad@akolajanatabank.com	9850209259
Akot Road	akotroad@akolajanatabank.com	9850209260
Malkapur	malkapur@akolajanatabank.com	9822698214
Parbhani	parbhani@akolajanatabank.com	9822698215
Nanded	nanded@akolajanatabank.com	9822698216
Kalbadevi	kalbadevi@akolajanatabank.com	9869286877
Paratwada	paratwada@akolajanatabank.com	9850209262
Chandur Rly	chandurrly@akolajanatabank.com	9850209241
Aurangabad	aurangabad@akolajanatabank.com	9822698203
Pusad	pusad@akolajanatabank.com	9822698204
Burhanpur	burhanpur@akolajanatabank.com	9826157901
Indore	indore@akolajanatabank.com	982762521
Nashik	nashik@akolajanatabank.com	9552541941
Lonar	lonar@akolajanatabank.com	9822690276
Shelu Bazar	shelubazar@akolajanatabank.com	9850206158
Sindhicamp	sindhicamp@akolajanatabank.com	9822698013

Second Level Escalation

Name	Email- Id	Contact Number
Mr. Vijay B. Agrawal - GM (Loan)	vijay.agrawal@akolajanatabank.com	9822698217
Mr. Milind S. Bujone - AGM (IT-Technical)	milind.bujone@akolajanatabank.com	9822468024
Mr. Yogesh V. Shandilya - AGM (IT-Operational)	yogesh.shandilya@akolajanatabank.com	9822698218