

ESCALATION MECHANISM FOR DEALING CUSTOMER COMPLAINT

Name of Office/Head Offices and Branches	Customer Care Executive	Contact Number	Branch Manager Contact Number
Head Office	Head Clerk/Accountant	0480 2802618	9188942000
Lokamaleswaram Branch	Senior employee of the branch working in the cadre of Clerk/Accountant	0480 2802353	9188942001
Methala Branch	Senior employee of the branch working in the cadre of Clerk/Accountant	0480 2802416	9188942002
Pullut Branch	Senior employee of the branch working in the cadre of Clerk/Accountant	0480 2802680	9188942003
Lokamaleswaram North Branch	Senior employee of the branch working in the cadre of Clerk/Accountant	0480 2802622	9188942004
Thiruvanchikulam Branch	Senior employee of the branch working in the cadre of Clerk/Accountant	0480 2802775	9188942005
Evening Branch	Senior employee of the branch working in the cadre of Clerk/Accountant	0480 2802918	9188942006
Anchapalam Branch	Senior employee of the branch working in the cadre of Clerk/Accountant	0480 2804453	9188942007
Sreenarayanapuram Branch	Senior employee of the branch working in the cadre of Clerk/Accountant	0480 2850857	9188942008
Padinjare Vemballur Branch	Senior employee of the branch working in the cadre of Clerk/Accountant	0480 2850439	9188942009
Kara Junction Branch	Senior employee of the branch working in the cadre of Clerk/Accountant	0480 2819353	9188942010
Edavilangu Branch	Senior employee of the branch working in the cadre of Clerk/Accountant	0480 2803666	9188942011
Azhikode Jetty Branch	Senior employee of the branch working in the cadre of Clerk/Accountant	0480 2819518	9188942012
Eriyad Market Branch	Senior employee of the branch working in the cadre of Clerk/Account	0480 2818918	9188942013
Chappara Branch	Senior employee of the branch working in the cadre of Clerk/Account	0480 2805618	9188942014
Chathedathparambu Branch	Senior employee of the branch working in the cadre of Clerk/Account	0480 2804862	9188942015
Moonnupeedika Branch	Senior employee of the branch working in the cadre of Clerk/Account	0480 2840618	9188942016
Malapallipuram Branch	Senior employee of the branch working in the cadre of Clerk/Account	0480 2896618	9188942017

NODAL OFFICER	CONTACT NUMBER
GENERAL MANAGER	0480 2802617 MOB. 9288700887