



GRIEVANCE/ FEEDBACK FORM

1) CUSTOMER 2) NON-CUSTOMER 3) DATE _____ 4) BASE BRANCH NAME _____

5) TYPE- FEEDBACK SUGGESTION INFORMATION COMPLAINT

6) A/C TYPE- SAVINGS CURRENT TERM DEPOSIT LOAN OTHER

7) ACCOUNT NUMBER- _____

8) DIGITAL COMPLAINT (CHARGEBACK FORM ATTACHED) NON- DIGITAL COMPLAINT OTHERS

9) NAME OF CUSTOMER _____

10) ADDRESS- _____

CITY _____ PIN CODE _____ STATE _____

11) EMAIL ID- _____ 12) MOBILE NUMBER (+91) _____ 13) LANDLINE NO (IF ANY) _____

14) BRIEF DETAILS OF COMPLAINT/GRIEVANCE _____
(additional documents can be attached)

SIGNATURE OF THE CUSTOMER/COMPLAINANT: _____ PLACE: _____

Please send this form duly filled in & signed to your concerned Branch/Regional Office (RO)/Head Office as follows:

- 1) Nodal Officer-RO Delhi,4th Floor, UPRNN Building C-20 / 1A / 7 Sector 62, Noida Uttar Pradesh - 201309
- 2) Nodal Officer-RO Dehradun,First Floor,Commercial Complex-49 Indira Nagar,Vasant Vihar Dehradun Uttarakhand- 248001
- 3) Nodal Officer-RO Haldwani, Opp. Session Court,Next to Jewer, Nainital Road, Haldwani 263139
- 4)The Principal Nodal Officer of Grievance Redressal, The Nainital Bank Limited, Head Office, Seven Oaks Building Mallital, Nainital Uttarakhand- 263001. Alternatively, you may also lodge your complaint through our website <https://www.nainitalbank.co.in/english/home.aspx> and obtain a tracking ID for complaint.

DECLARATION

I/we, the complainant/s herein declare that:

- (A) the information furnished herein above is true and correct, and
- (B) I/we have not concealed or misrepresented any fact stated in the aforesaid columns and the documents submitted herewith.

Slip of Acknowledgement against the Grievance/Feedback form

Name of the tenderer _____ Account number _____

Date of Receipt of the grievance/feedback form: _____ Date of Acknowledgement _____

Acknowledgement/Assigned Complaint Number _____

Sign & Stamp of the receiving office of the bank



ATM / POS / E-COM COMPLAINT / DISPUTE REDRESSAL FORM

REG: COMPLAINT/CHARGE-BACK FOR ATM/POS/ECOM TRANSACTION

Branch _____

Complaint submission Date _____

SL	PARTICULARS	DETAILS															
1	Account Holder Name																
2	Account Number (16 digit account mandatory)																
3	ATM Card Number	5	0	8	5	-											
4	Transaction Type: (Tick correct txn type)	ATM				PoS				E-COM							
5	Transaction Details	Date of Transaction															
		Transaction (Disputed) Amount (INR)															
		ATM/PoS owner Bank															
		ATM/PoS/E-Commerce merchant Name/Location/URL															
6	Reason for disputing the transaction (Tick one) ----- Documents, wherever required is mandatory with this Dispute Form	I have been charged twice for same transaction. Duplicate Charge (Attach copy of accepted transaction chargeslip/Ticket booking History for online transaction)															
		Partial Amount of Rs. _____ dispensed instead of Rs. _____ from ATM															
		Ordered Goods or Services not received (Attach copy of order receipt/booking details)															
		Credit Not Processed (Attach copy of Credit Voucher/Refund note/Merchant's letter or any form of merchant confirmation that the credit is due) Date of Credit Voucher _____															
		Billed for No-Show Charge after Cancellation (Attach copy of proof of cancellation) Cancellation Date: _____ Cancellation Number: _____															
		Incorrect Txn Amount (Attach copy of chargeslip/document for the accepted amount).The transaction amount incurred was Rs _____, but I have been charged for Rs _____															

DECLARATION

I/We declare that above given information is true and correct to my/our knowledge. I/We understand that I/We can be held liable for all charges incurred if dispute raised by me is found invalid. I/We agree to pay the charges levied by the bank for the same including the cost incurred for investigation of my claim. I/We hereby agree to indemnify the Bank in case, if the Chargeback is 'REPRESENTED/REJECTED' by the acquiring Bank.

Signature of Cardholder _____ Email id: _____ Tel.No/ Mobile _____

Please note that the applicable Retrieval Fee shall be charged per transaction to your Card Account if case does not close in your favour.

For Remote Data Centre Use

Dispute Reference No- _____

We have verified the above particulars in the CBS system and NPCI Raw data file for above Transaction. The transaction nature is identified and found suspected/disputed, hence we have raised the charge back to NPCI/HDFC/Merchant.

Chargeback Entered/raised on _____ Reference no _____

Date of CB Transaction _____ Date of refund to customer _____

Representment Amount _____ Refund to Sponsor Bank _____

Pre-Arbitration (in case the chargeback declined by acquirer)

Chargeback Entered raised on _____ Reference no _____

Date of CB Transaction _____ Date of refund to customer _____

Representment Amount _____ Refund to Sponsor Bank _____

Sign of Maker

Sign of Checker