



Customer Service Vertical, Operations Wing, Head Office - Bengaluru

TOOLTIPS & FAQ ON GRIEVANCE REDRESSAL

1. Is there any portal to register complaint with Canara bank?

Ans: Yes, Canara Public Grievance Redressal System (CPGRS) is the love portal available to general public for registering their complaints with Canara Bank. The complaint portal is located at Canara Bank corporate website under following path www.canarabank.com → Register a Grievance

OR

use the URL <https://canarites.canarabankdigi.in/CPGRS/> .

2. Is there facility available for other than Canara Bank customer (Non customers) for registering complaints?

Ans: Yes, there is a option available on the complaints portal for non-customers also to register their grievances, if any.

3. How to register a complaint in CPGRS portal?

Ans: The customers and non-customers can register their complaint by visiting Canara Bank corporate website (refer point number 1 above for complaint package / path information). On the complaint portal home page click on “**register complaint**” option, fill the required details and validate your credential through OTP sent through SMS and proceed for registration of complaint.

4. Is there facility of complaint registration available through Call Center?

Ans: Yes, one can call to Canara Bank Toll free number 1800 1030 and register complaint and also can enquire about Bank services.

5. Is the facility of grievance registration available in Net-banking and Mobile Banking applications?

Ans: Yes, one can register complaint through Canara Bank net-banking as well as mobile banking application ai1. The option for complaint registration is available on login page of net-banking as well as after login too. In the mobile Banking the facility is available under other services as well as one can find through search option.

6. Is any acknowledgement or reference provided to customer on successful lodging of complaint?

Ans: Yes, a system generated complaint CRN will be sent to the customer mobile number which can be used for future references and tracking of status.

7. How to track a complaint.?

Ans: The complainant has to visit the CPGRS web page and after successful validation of mobile number click on “**track complaints**”. Here, all previously registered complaints can be seen and redressal can be checked/ referred.

8. How to see the resolution of the complaint.?

Ans: The complainant has to visit the CPGRS web page and after successful validation of mobile number click on track complaints option all the complaints raised by the customer is listed there, click on the complaint details, there complainant can see the resolution provided by the Bank. After resolution of the complaint an SMS will be send to the customer which contains a link and it also shows the resolution of the complaint.

9. How to re-open a complaint.?

Ans: The complainant has to visit the CPGRS web page and after successful validation of mobile number click on track complaints option all the complaints raised by the customer is listed there, click on the complaint details, there user can re-open the complaint, if he/she is not satisfied by the resolution within 7 days of closure of complaint.

10. How to give feedback of the complaint redressed by the Bank.?

Ans: After resolution of the complaint an SMS will be send to the customer which contains feedback link and it also shows the resolution of the complaint. The complainant can also visit the website www.canarabank.com → Register a Grievance The page displays CPGRS page after successful validation of mobile number click track complaints and complaint details feedback option available.

OUR TOLL-FREE NUMBER 1800 1030