

General Administrative Department

Ref No : JKGB/GAD/2025-26-

Date:

All Branches/ Offices

Circular No:-

Customer Service Sections at Regional Offices

Reference is invited to the Gazette Notification CG-DL-E-07042025-262329, dated 07 April 2025, issued by the Government of India, wherein J & K Grameen Bank and Ellaquai Dehati Bank in the Union Territory of Jammu and Kashmir have been amalgamated into a single Regional Rural Bank- **Jammu and Kashmir Grameen Bank, which shall come into effect on and from 1st day of May, 2025.**

In compliance with National Level Standard Operating Procedure (SOP) issued by NABARD regarding amalgamation process, Customer Service Sections have been constituted at Regional Offices to ensure a smooth transition and addressing of customer concerns during amalgamation of banks. In order to ensure nil/minimum disruptions in the banking operations for the customers on account of amalgamation, these Customer Service Sections at Regional Offices shall provide information, resolve queries, and handle grievances of customers related to the changes resulting from the amalgamation. The details of the Officials comprising the Customer Service Sections at Regional Offices are hereunder-

Regional Office	Name of the Officials	Regional Office	Name of the Officials
Jammu	Mr. Gourav Kumar(Senior Manager) Phone No. 9596955655	Srinagar	Mr. Madhur Bamotra(Assistant Manager) Phone no. 9149535234
	Ms. Akanksha (Senior Manager) Phone No. 9906126821		Ms. Gagandeep Kaur(Assistant Manager) Phone no. 8082272271
Kathua/Samba	Mr. Lalit Hans(Senior Manager) Phone No. 7006216766	Anantnag	Mr. Abhitab Verma(Assistant Manager) Phone No. 7006145369
	Mrs. Priya Sharma(Senior Manager) Phone No. 7889341076		Ms. Shilpi Jagotra(Assistant Manager) Phone No. 7889640740
Rajouri/Poonch	Mr. Zahid Imran Nengroo(Senior Manager) Phone No. 7006699667		
	Ms. Jyotika Sawhney(Assistant Manager) Phone No. 7006241734		
Baramulla	Mr. Tejinder Singh(Manager) Phone No. 9622753175		
	Mr. Ankush Sharma (Manager) Phone No. 9419847143		
Bandipora	Mr. Ankur Gupta(Manager) Phone No. 9034111741		
	Mr. Rajjat Khajuria(Asst. Manager) Phone no. 7006638890		
Kupwara	Mr. Rizwan Majeed(Manager) Phone No. 9906621123		
	Mr. Jeet Kumar (Off. Assistant) Phone No.9622345413		

The above-mentioned details of officials have also been made available on bank's website for convenience/information of customers in contacting officials of the bank and raise their queries/grievances related to changes resulting from the amalgamation.

Regional Managers are advised to monitor and strengthen the functioning of their Customer Service Sections and shall guide their concerned sections in resolving queries/ grievances of customers regarding amalgamation, wherever required. Further, in case of any unresolvable customer queries/ grievances or guidance required regarding changes resulting from the amalgamation, Regional Managers may raise the same with concerned General Managers through proper channel on weekly basis.

Besides, customers may access the Contact Centre Services (Toll free 1800-889-0457) of the Bank to raise queries/ grievances related to amalgamation of banks.

Sd/-

Mukul Mehta
Head of the Department
General Administrative Department