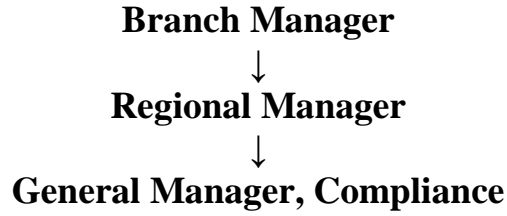


### Grievance Redressal Escalation Matrix Madhya Pradesh Gramin Bank

The following escalation matrix has been prepared for grievance redressal mechanism of Madhya Pradesh Gramin Bank. Customers may escalate their grievances through the following hierarchy levels for timely resolution.

Level 1	Branch Manager Concerned Branch
Level 2	Regional Manager Concerned Regional Office
Level 3	General Manager, Compliance Head Office



#### List of Regional Offices

S. No.	Regional Office	Escalation Authority
1	Bhopal	Regional Manager, Bhopal RO
2	Chhatarpur	Regional Manager, Chhatarpur RO
3	Chhindwara	Regional Manager, Chhindwara RO
4	Damoh	Regional Manager, Damoh RO
5	Dewas	Regional Manager, Dewas RO
6	Dhar	Regional Manager, Dhar RO
7	Gwalior	Regional Manager, Gwalior RO
8	Jabalpur	Regional Manager, Jabalpur RO
9	Jhabua	Regional Manager, Jhabua RO
10	Khargone	Regional Manager, Khargone RO
11	Mandla	Regional Manager, Mandla RO
12	Mandsaur	Regional Manager, Mandsaur RO
13	Narmadapuram	Regional Manager, Narmadapuram RO
14	Rewa	Regional Manager, Rewa RO
15	Satna	Regional Manager, Satna RO
16	Sehore	Regional Manager, Sehore RO
17	Shahdol	Regional Manager, Shahdol RO
18	Shivpuri	Regional Manager, Shivpuri RO
19	Sidhi	Regional Manager, Sidhi RO
20	Tikamgarh	Regional Manager, Tikamgarh RO
21	Ujjain	Regional Manager, Ujjain RO

*Note: In case the grievance is not resolved satisfactorily at the Branch level, the matter may be escalated to the concerned Regional Office. If still unresolved, the grievance may further be escalated to the General Manager, Compliance at Head Office.*