

### **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-

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

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.