

Honavar Urban Co-operative Bank Limited , Honavar

Procedure for lodging complaint with the Bank

- 1) Click on the **“Raise Issue”** button shown on right top corner of our website, i.e www.huc.bank.in



- 2) Again click on **“Raise issue”** button as shown in the below picture



- 3) Query portal gets appear.

The image shows the 'New Ticket' form on the website. The form is titled 'THE HONAVAR URBAN CO-OPERATIVE BANK LTD'. It has a header with a plus sign and the text 'New Ticket'. The form contains several input fields: 'Department (ವಿಭಾಗ)' with a dropdown menu showing 'DEPOSITS (ಡೆಪೋಸಿಟ್ಸ್)', 'Account No (ಖಾತೆ ಸಂ)' with a text input field, 'Section (ವಿಭಾಗ)' with a dropdown menu showing 'ATM (ಏಟಿಎಂ)', 'Name (ಹೆಸರು)' with a text input field, 'Registered Mobile No (ಮೊಬೈಲ್ ಸಂಖ್ಯೆ)' with a text input field, and 'Issue (ಸಮಸ್ಯೆ)' with a text input field. There is also a large text area for 'Issue Description (ಸಮಸ್ಯೆಯ ವಿವರ)'. At the bottom right, there are 'Submit' and 'Close' buttons.

- 4) Select the Issue pertaining to which **Department**.

The image shows the 'New Ticket' form with the 'Department (ವಿಭಾಗ)' dropdown menu expanded. The dropdown list includes the following options: 'DEPOSITS (ಡೆಪೋಸಿಟ್ಸ್)', 'DEPOSITS (ಡೆಪೋಸಿಟ್ಸ್)', 'CLEARING (ಕ್ಲಿಯರಿಂಗ್)', 'NEFT_RTGS (ನೆಫ್ಟ್_ಆರ್‌ಟಿ‌ಜಿಎಸ್)', 'OTHERS (ಅದರ್ಸ್)', 'LOANS (ಲೋನ್ಸ್)', 'MEMBERSHIP (ಮೆಂಬರ್‌ಶಿಪ್)', 'CURRENT / SAVINGS DEPOSIT (ಕರೆಂಟ್ / ಸೇವಿಂಗ್ಸ್ ಡೆಪಾಸಿಟ್)', 'ATM/ CARDS (ಏಟಿಎಂ / ಕಾರ್ಡ್ಸ್)', and 'MOBILE BANKING (ಮೊಬೈಲ್ ಬ್ಯಾಂಕಿಂಗ್)'. The first 'DEPOSITS (ಡೆಪೋಸಿಟ್ಸ್)' option is highlighted in blue.

- 5) **Account No.:** Enter the complete 15-digit format of account number as it is in the passbook.
- 6) **Section:** Select the Section based on the related issue.
- 7) **Name:** Enter the name of the customer
- 8) **Registered Mobile No.:** Enter the mobile number registered in Bank for the transaction purpose.
- 9) **Issue:** Enter the subject of the issue.
- 10) **Issue Description:** Enter the brief explanation about the issue
- 11) Click on **Submit** button shown on Right bottom corner of same page of the website.

+ New Ticket x

Department (ವಿಭಾಗ)

Account No (ಖಾತೆ ಸಂ)


Section (ವಿಭಾಗ)

Issue Description (ಸಮಸ್ಯೆಯ ವಿವರ)

Name (ಹೆಸರು)

Registered Mobile No (ಮೊಬೈಲ್ ಸಂಖ್ಯೆ)

Issue (ಸಮಸ್ಯೆ)



Escalation Details		
Level	Phone Number	E-mail ID
Level 1 : Head Office	08387-220562	ho@hucbank.in
Level 2 : Manager	08387-220231	main@hucbank.in
Level 3 : General Manager	08387-220031	ceo@hucbank.in