

Particulars of Facilities Available To Citizens For Obtaining Information Including Working Hours Etc.

The Repatriates Cooperative Finance and Development Bank Ltd., (Repco Bank) was established on 19.11.1969 with the primary objective of promoting the rehabilitation activities of repatriates from neighbouring countries mainly from Sri Lanka and Myanmar.

Since its establishment, Repco Bank has been providing various rehabilitation schemes for the repatriates and their family members. In order to serve the Repatriates with focused attention, Bank promoted a separate Trust called "Repatriates Welfare Trust", during the year 2007. The Trust undertakes several welfare initiatives namely distribution of Education Aid, Medical Aid, Funeral Expenses, Life Insurance coverage, Solatium etc., to the repatriates and their wards. In order to provide better and prompt services related with the above matters and handling their grievances, a separate Repatriate Rehabilitation Division headed by a senior officer is created.

Further to achieve the basic objective, the Bank is providing deposit and loans to all its' member customers serviced across 108 branches connected vide core banking solutions. The member customers are provided various services like locker facilities, door step services, etc. apart from the deposit and loan related services.

For any grievance redressal in respect of the services provided, member customers can contact at the below mentioned details:

1. Phone no. 044 28340715
044 28343783
044 23844037
044 28343716
044 28342842
044 28342845
2. Telefax : 044 28344333
3. E - mail: ho@repcobank.co.in

The telephone lines are operated from 10.00 hours in the morning to 17.00 hours in the evening on all working days. These lines are managed by the well experienced, efficient and responsible personnel. Apart from the above mentioned telephone numbers which are pertaining to the Head Office, they can also approach the respective branches and the details for contacting the branches are available in the website under '[Contact Us](#)'.

Member customers / citizens can send their grievances through letters & email also. The grievance received through letters/email is handled by the concerned divisions/sections of the Bank.

Member customers / citizens can also visit the branches during office hours in connection with their grievance.