

**MIZORAM COOPERATIVE APEX BANK LTD.
HEAD OFFICE : AIZAWL**

No. MCAB/Adm/15/2021-22/189 : Dated Aizawl, the 15th November, 2021

ORDER

With reference to Policy on Complaints and Grievances Redressal, 2017. No.5.1.C regarding appointment of Nodal Officer to handle Complaints and Grievances, Deputy General Manager(Administration) has been designated as Nodal Officer of the Bank. However, as the incumbent officer in the post retired on superannuation pension and the post is being vacant at present, the undermentioned senior officer is hereby appointed as **Nodal Officer** to handle complaints and grievances and to provide appropriate solution for the entire Bank whose name and contact details will be displayed in the branch Notice Board.

Name : C.LALTHANPUIA, Assistant General Manager(Administration)
Contact No.: 9436360079(Mobile); 0389-2313544(Office)
Address : Mizoram Cooperative Apex Bank Ltd.
Head Office, Aizawl, Tuikual South

Sd/-
(LALZUAHLIANA)
Chief Executive Officer

Memo. No. MCAB/Adm/15/2021-22/189 : Dated Aizawl, the 15th November, 2021
Copy to:

1. General Manager and All Heads of Department, Head Office, Aizawl for information.
2. All Chief/Branch Managers for information and necessary action
3. File No.70


Chief Executive Officer