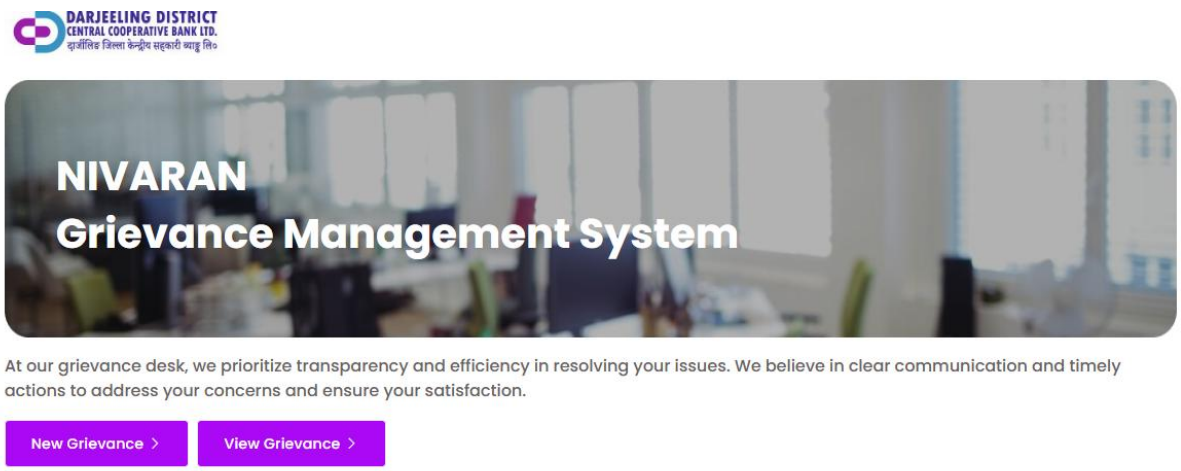
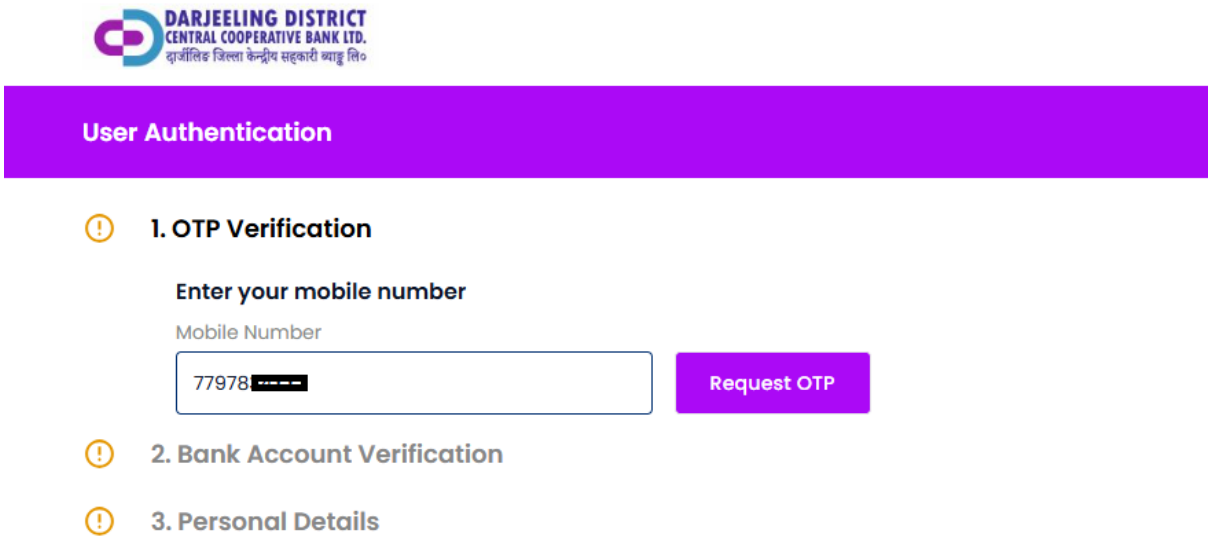
Flowchart for Registering complaints/grievances online.NIVARAN is a digital grievance redressal system

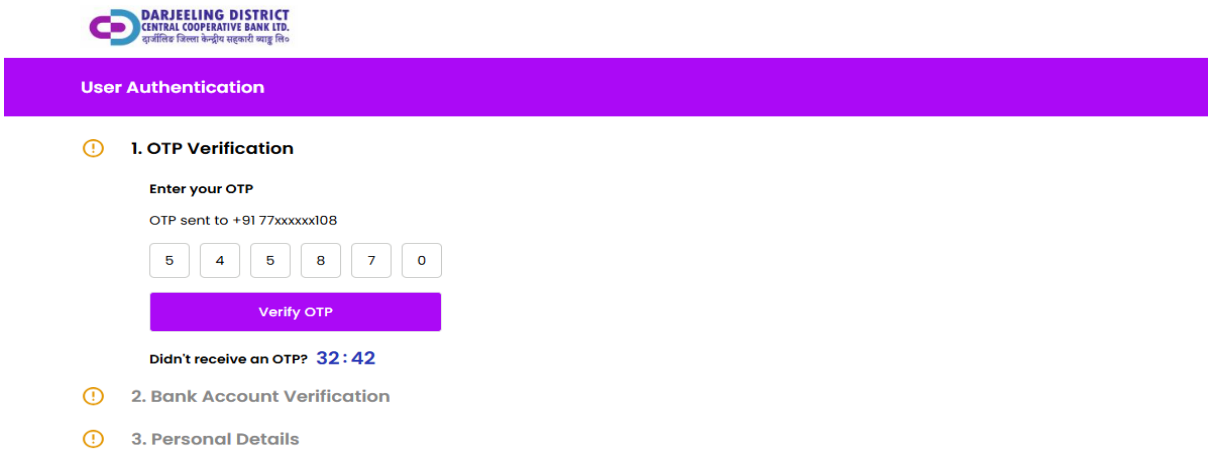
STEP 01: New Grievance



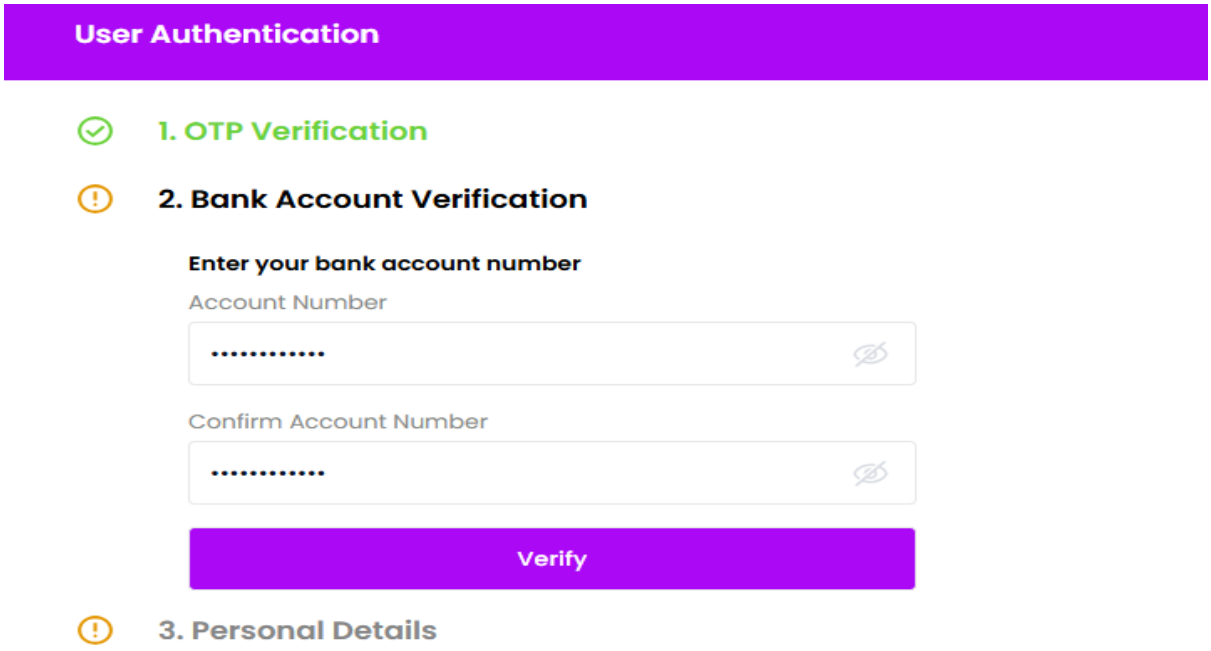
STEP 02:Enter your mobile number



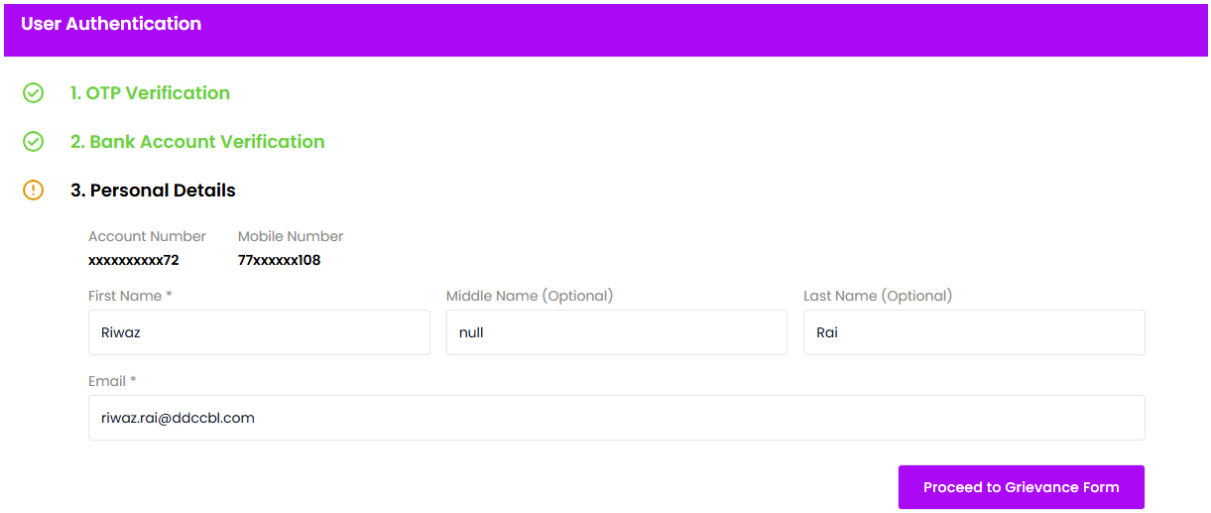
STEP 03:Enter OTP



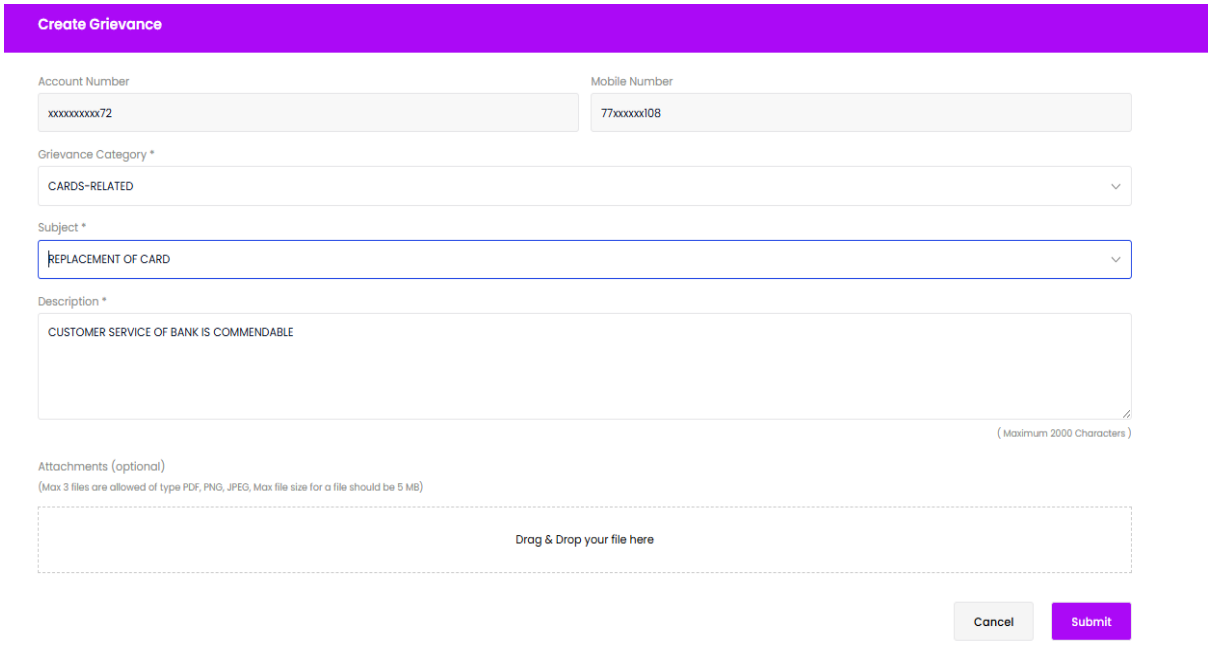
STEP 04:Enter Bank Account Number



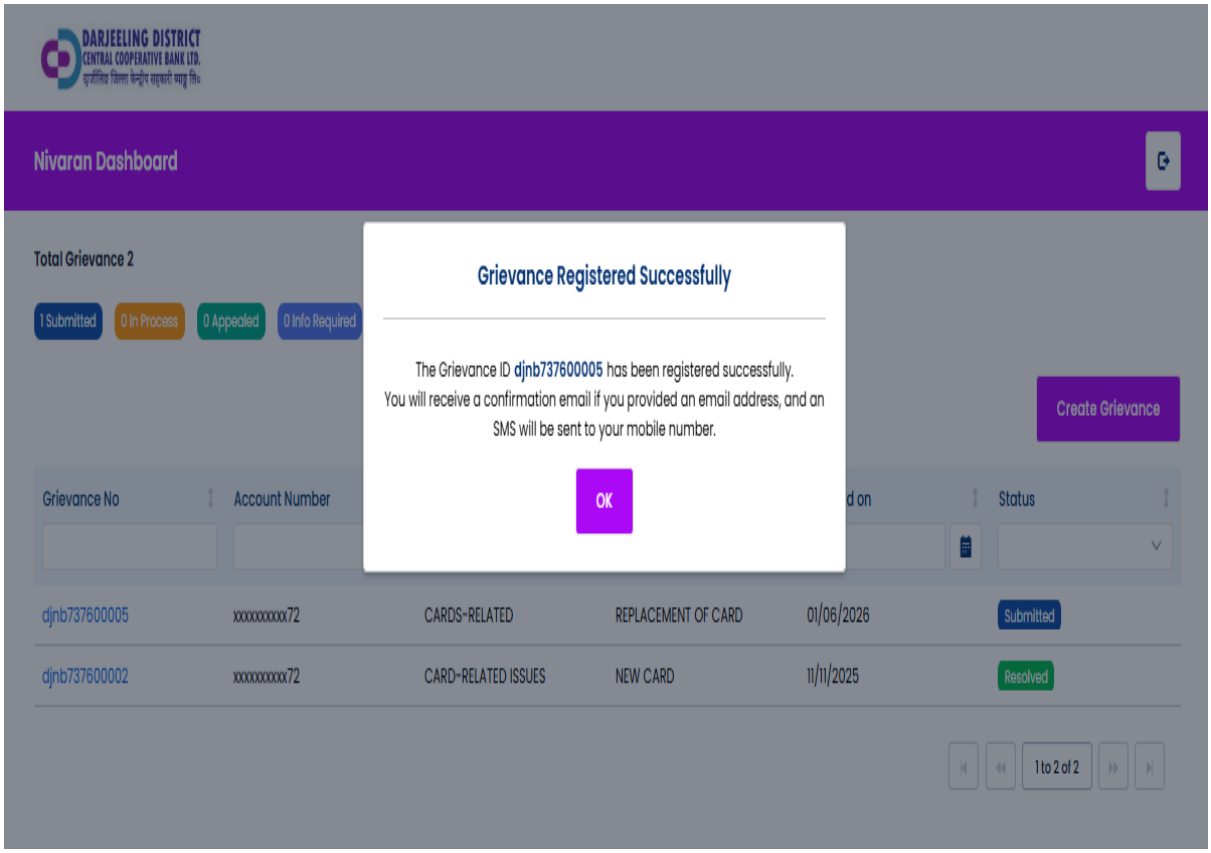
STEP 05:Proceed to Grievance Form



STEP 06: Create Grievance



STEP 06 :Grievance Registered Successfully


DARJEELING DISTRICT CENTRAL COOPERATIVE BANK LTD.
Nivaran Dashboard
Total Grievance 2
1 Submitted
0 In Process
0 Appealed
0 Info Required
Grievance Registered Successfully
The Grievance ID djnb737600005 has been registered successfully.
You will receive a confirmation email if you provided an email address, and an SMS will be sent to your mobile number.
OK
Create Grievance
Grievance No
Account Number
Status
djnb737600005
xxxxxxxxxx72
CARDS-RELATED
REPLACEMENT OF CARD
01/06/2026
Submitted
djnb737600002
xxxxxxxxxx72
CARD-RELATED ISSUES
NEW CARD
11/11/2025
Resolved
1 to 2 of 2