

MSME CARE CENTRES

A GRIEVANCE REDRESSAL MECHANISM FOR MSMES

MSME Care Centre is set up at all Zonal Offices for resolving grievances of the Micro Small and Medium Enterprises as per the directive of RBI. These centers will be in constant touch with all branches in their jurisdiction to ascertain the position on representation/complaint received from MSME.

Contact details of all these centres in each of our Zonal Office is given below,

Name of Zone	Executive in charge	E-mail id	Telephone no
New Delhi	General Manager	ndlr@federalbank.co.in	011 – 25885537
Kolkata	Deputy General Manager	calg@federalbank.co.in	03322830840
Mumbai	Addl General Manager	bbyg@federalbank.co.in	022-26566700
Bangalore	Deputy General Manager	bgrr@federalbank.co.in	080-22110054
Chennai	General Manager	mdsr@federalbank.co.in	044-28587516
Kozhikode	Deputy General Manager	kkdr@federalbank.co.in	495-2741100
Ernakulam	Deputy General Manager	ekmr@federalbank.co.in	484-2385520
Kottayam	Deputy General Manager	ktmr@federalbank.co.in	481-2304877
Thiruvananthapuram	Deputy General Manager	tvmr@federalbank.co.in	471-2331365

MSME CREDIT MONITORING CELL

Office of the Development Commissioner (MSME), Govt. of India have set up MSME Credit Monitoring Cell for looking into the grievances of the MSME sector. The details of the Credit monitoring cell are posted on the website of the office of the DC,MSME – www.dcmsme.gov.in

Email: creditmon@dcmsme.gov.in

The MSME Credit Monitoring Cell would entertain such cases that have been referred to the cell after having not been resolved by the bank within 14day. The petition /grievance so received would be forwarded to the concerned Banks by the cell with a request for appropriate action and report within a fortnight. A running serial number would be put in place on all the petitions/grievances received by the Cell for easy identification.