

Complaint Management System (Customer Portal)

User Manual Document For Complaint Management System

Visit Shikshak Sahakari Banks official website <https://www.shikshak.bank.in>



EN >

<https://shikshak.bank.in/contact/>

Customer Care Number :- 022 – 62664100 , 022-41561111

Grievance Officers

1) Name:- Mr. Sudhakar R. Nakhate
Position:- General Manager
Contact No. :- 9075006652
Email ID :- sudhakar.nakhate@shikshak.bank.in

2) Name:- Mr. Alpeshkumar D Joshi
Position:- Chief Executive Officer
Contact No.:- 9373430233
Email ID :- ssbhoceo@shikshak.bank.in

Lodge a Complaint

Complaint Escalation Matrix for Customers

Click Here

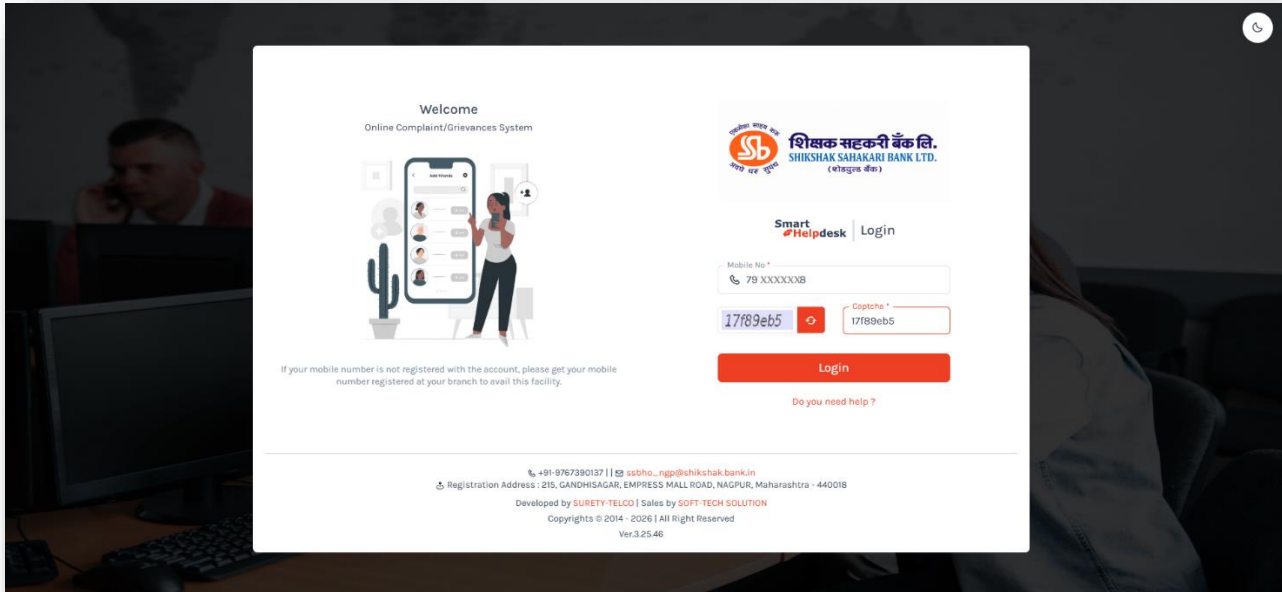
EN >

<https://complaint.shikshak.bank.in>

SHIKSHAK SAHAKARI BANK LTD. NAGPUR

1. Login Screen:

- Enter the customer mobile no and captcha code
- Enter name and mail id and register



The screenshot shows the login interface of the Shikshak Sahakari Bank. It features a 'Welcome' message and 'Online Complaint/Grievances System' header. On the left, there is an illustration of a person using a smartphone. On the right, the bank's logo and name are displayed. Below the logo, there are two tabs: 'Smart Helpdesk' and 'Login'. The 'Login' tab is active. The login form includes a 'Mobile No.' field with the value '79 XXXXXX8', a 'Captcha' field with the value '17f89eb5', and a 'Login' button. A link 'Do you need help?' is located below the button. At the bottom, there is a footer with contact information, registration address, and copyright details.

Welcome
Online Complaint/Grievances System

Shikshak Sahakari Bank Ltd.
SHIKSHAK SAHAKARI BANK LTD.
(रोहयुनद बँक)

Smart Helpdesk | Login

Mobile No.*
79 XXXXXX8

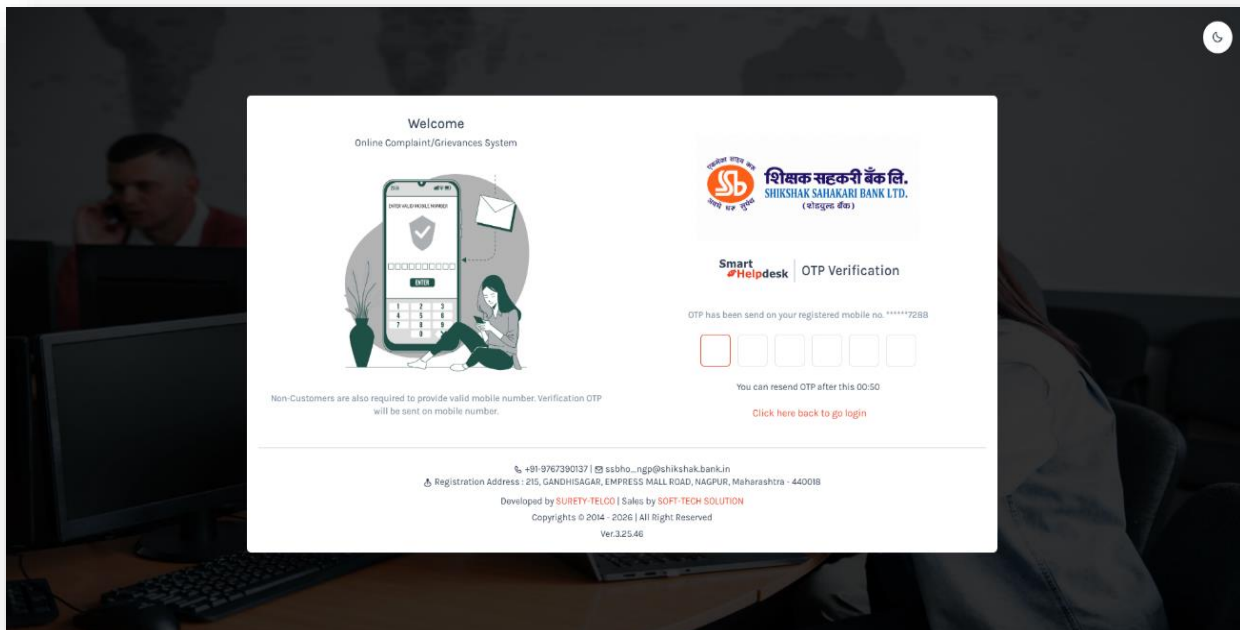
Captcha.*
17f89eb5

Login

Do you need help?

+91-9767390137 | ssbho...ngp@shikshak.bank.in
Registration Address : 215, GANDHISAGAR, EMPRESS MALL ROAD, NAGPUR, Maharashtra - 440018
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Ver.3.25.46

- Then you can enter otp and login to customer portal



The screenshot shows the OTP verification interface of the Shikshak Sahakari Bank. It features a 'Welcome' message and 'Online Complaint/Grievances System' header. On the left, there is an illustration of a person using a smartphone. On the right, the bank's logo and name are displayed. Below the logo, there are two tabs: 'Smart Helpdesk' and 'OTP Verification'. The 'OTP Verification' tab is active. The verification form includes a message 'OTP has been send on your registered mobile no. *****7298' and a field for entering the OTP. A link 'Click here back to go login' is located below the field. At the bottom, there is a footer with contact information, registration address, and copyright details.

Welcome
Online Complaint/Grievances System

Shikshak Sahakari Bank Ltd.
SHIKSHAK SAHAKARI BANK LTD.
(रोहयुनद बँक)

Smart Helpdesk | OTP Verification

OTP has been send on your registered mobile no. *****7298

OTP Verification

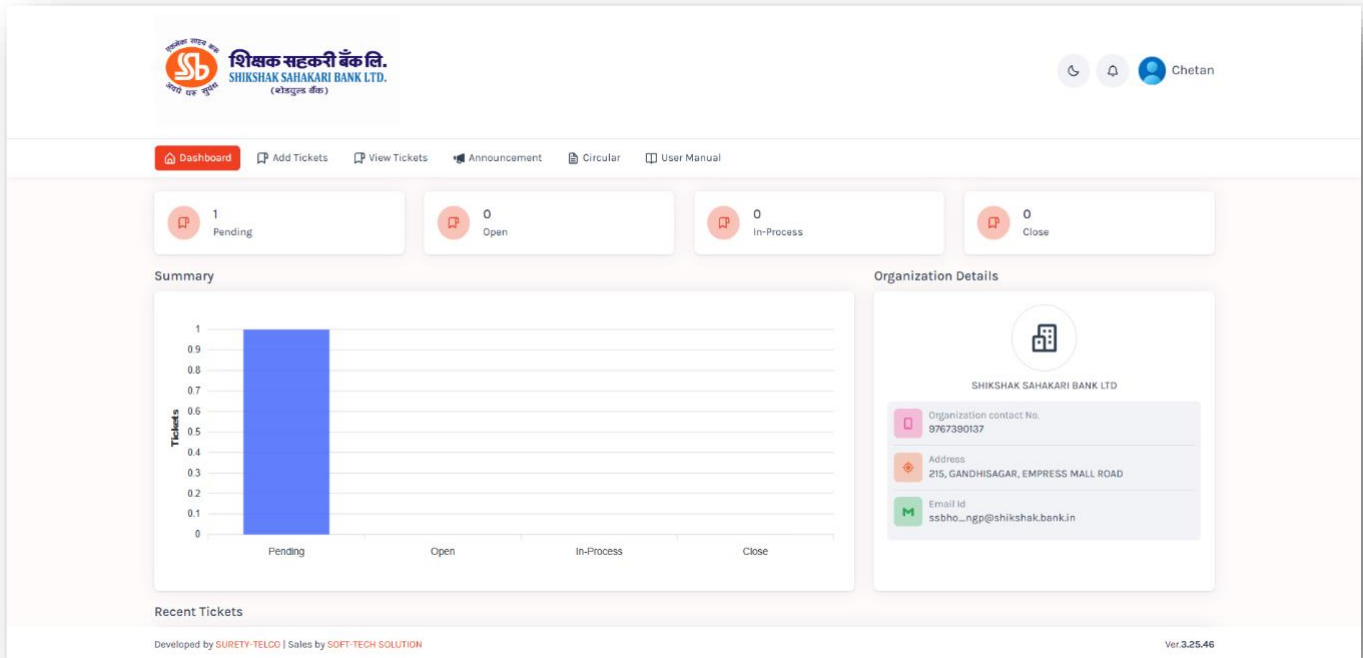
You can resend OTP after this 00:50

Click here back to go login

+91-9767390137 | ssbho...ngp@shikshak.bank.in
Registration Address : 215, GANDHISAGAR, EMPRESS MALL ROAD, NAGPUR, Maharashtra - 440018
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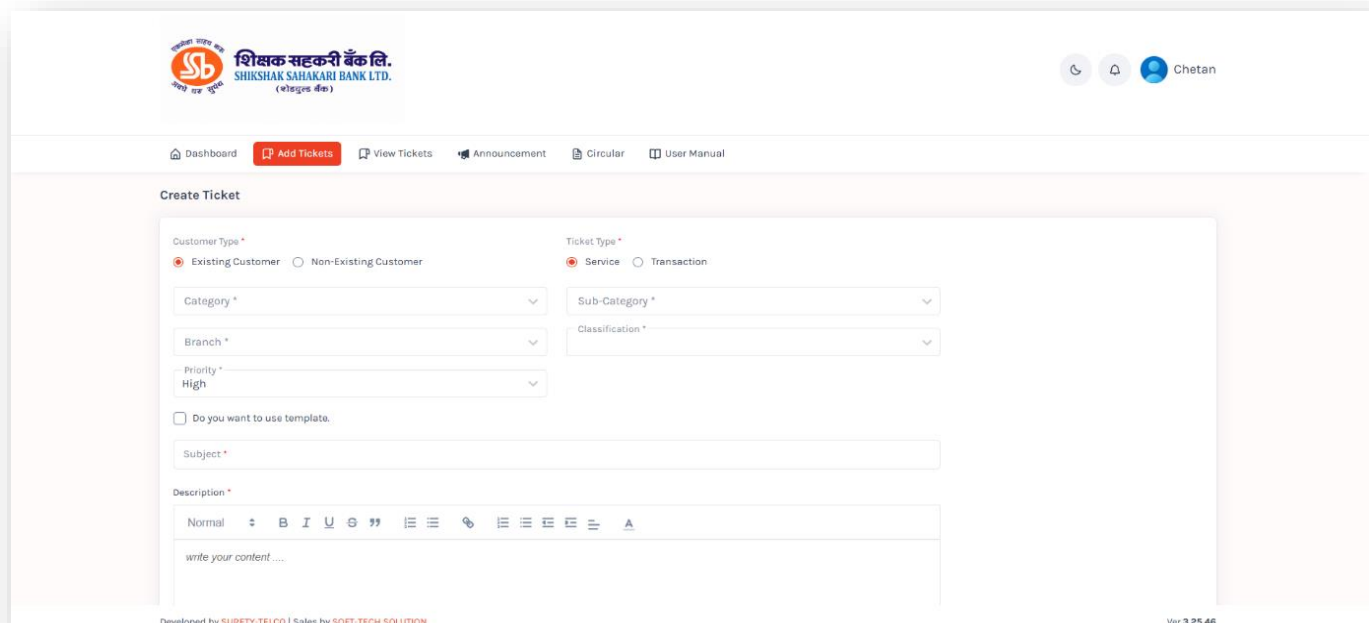
2. Dashboard (Home) screen: -

- When you are successfully logged in then you see this dashboard screen. Here you see open ticket, close ticket count.



3. Create ticket: -

- Here customer can add ticket/complaint of any category with subcategory concern to Issue/Complaint/Enquiry/Information.

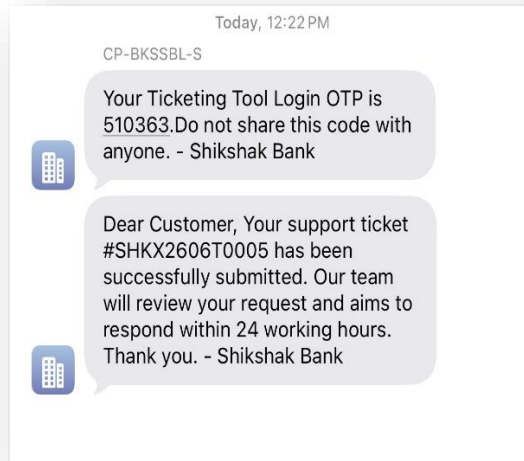


The 'Create Ticket' form contains the following fields and options:

- Customer Type:**
 - ☒ Existing Customer
 - ☐ Non-Existing Customer
- Ticket Type:**
 - ☒ Service
 - ☐ Transaction
- Category:** (Dropdown menu)
- Sub-Category:** (Dropdown menu)
- Branch:** (Dropdown menu)
- Classification:** (Dropdown menu)
- Priority:** (Dropdown menu, currently set to 'High')
- Do you want to use template:** ☐
- Subject:** (Text input field)
- Description:** (Rich text editor with formatting options like Bold, Italic, Underline, etc.)

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- Below SMS will be sent to customer entered mobile number.



4. Track Ticket: -

- Here you can see the complaint ticket created by you. From here you can get the status for any complaint ticket and also track the complaint ticket.


शिक्षक सहकारी बँक लि.
 SHIKSHAK SAHAKARI BANK LTD.
 (रोडयुनल बँक)



 Chetan

[Dashboard](#)
[Add Tickets](#)
[View Tickets](#)
[Announcement](#)
[Circular](#)
[User Manual](#)

Tickets

+ Create Ticket

Ticket Id

Status *

All (Not include close)

Search

#SHKX2606T0005 Transaction Not done for Rs. 500000

Category

Sub Category

Category Type

Last Activity

Replies

Create Date

General Category

RTGS/NEFT Related

Service

3 Hours Ago

0 Reply

23-Jun-2026 12:28:08 PM

Pending

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SHIKSHAK SAHAKARI BANK LTD.
(शेड्युल बँक)



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SHIKSHAK SAHAKARI BANK LTD.
(शेड्युल बँक)

Chetan

Dashboard Add Tickets View Tickets Announcement Circular User Manual

Tickets

+ Create Ticket

Status *

CLOSED

Search

HI

#SHKX2606T0005 Transaction Not done for Rs. 500000

Category

General Category

Sub Category

RTGS/NEFT Related

Category Type

Service

Last Activity

29 Minutes Ago

Replies

4 Reply

Create Date

23-Jun-2026 12:28:08 PM

CLOSED

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(शेड्युल बँक)

Chetan

Dashboard Add Tickets View Tickets Announcement Circular User Manual

Ticket Details

← Back

Ticket Id

#SHKX2606T0005

Ticket Created Date

23-Jun-2026 12:28:08 PM

Status

CLOSED

Category

General Category

Sub-category

RTGS/NEFT Related

Classification

Problem

Ticket Type

Service

Priority

High

Transaction Not done for Rs. 500000

Reply

C Chetan

Jun-23-2026 12:28:08 PM

Dear Bank Team,As we have initiate the RTGS transaction for rs.500000 through your bank, but some how its not credit to the concern account no (****2345)...

T Tejas

Jun-23-2026 05:27:27 PM

Sorry for the Inconvenience...Issue has been allocated to the Concern department RegardsShikshak Sahakari Bank Ltd,Head Office, Nagpur

T Tejas

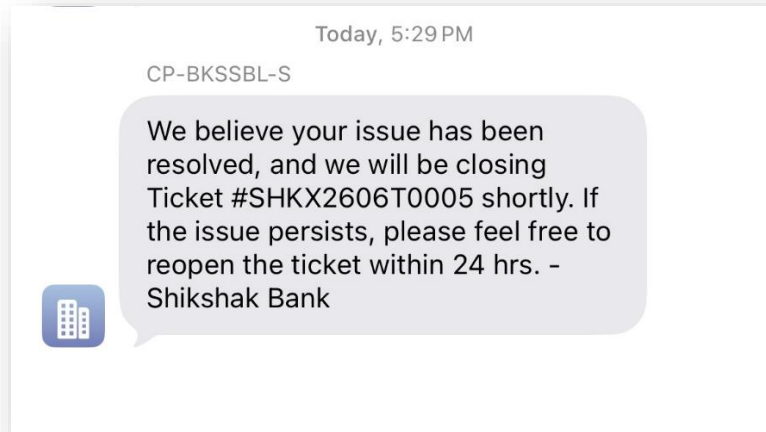
Jun-23-2026 05:28:59 PM

The Issue has been resolved please confirm the rectification and resolve the same. Warm RegardsShikshak Sahakari Bank Ltd,Head Office, Nagpur

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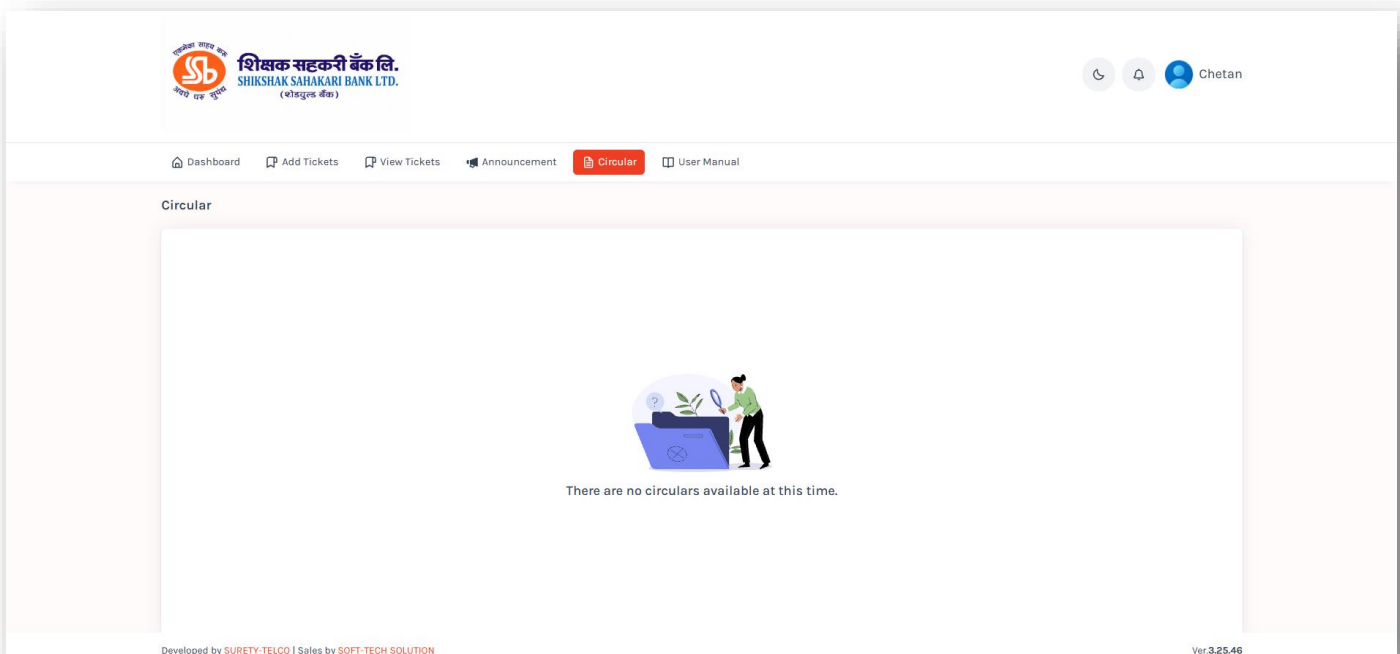
Ver.3.25.46

- Customer will receive below SMS after closing the issue



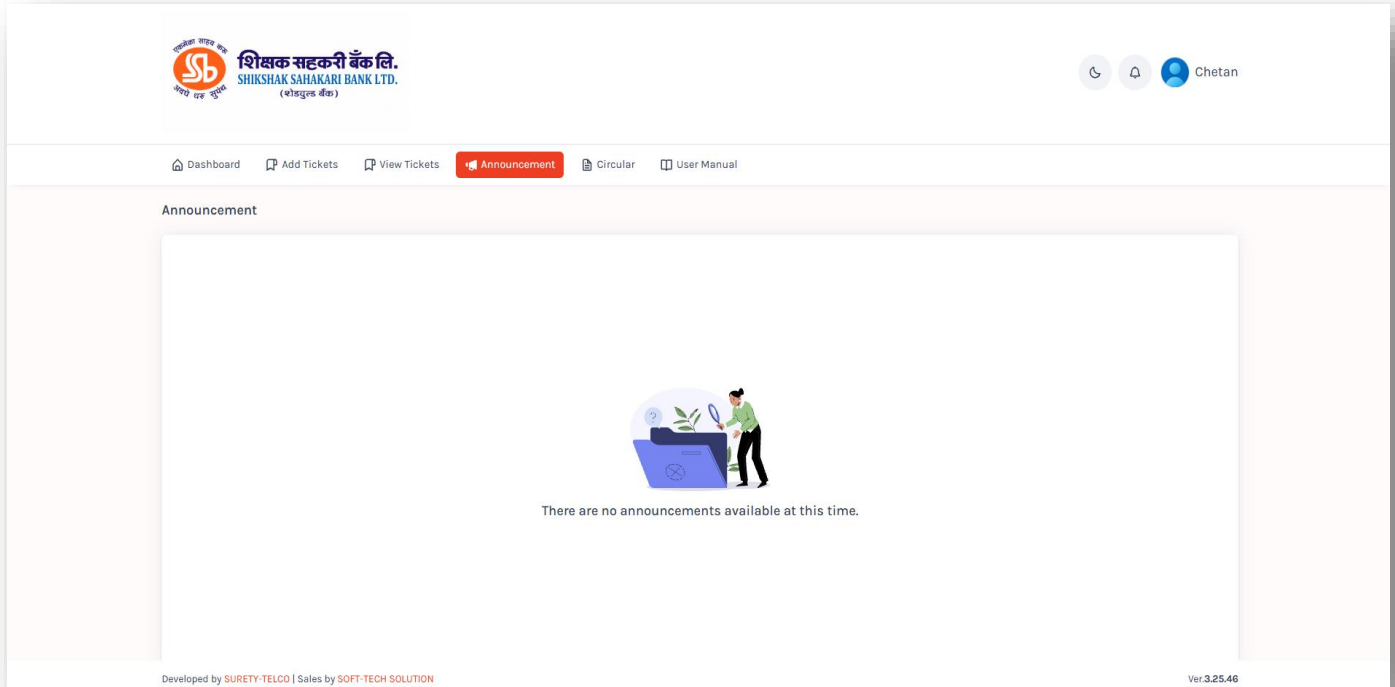
5. Announcement: -

- Announcement that the bank added here will be shown to the customer here.



6. Circular: -

- Circular that the bank added here will be shown to the customer here.



Thank You