

(in Hindi)

While we always strive to provide the best of customer service, there may be occasions, when our customers' requirement might not be fully met. Such incidents may please be brought to the notice of the Branch Manager.

Details of the Branch Manager are available at respective Branches.

Please use the following escalation matrix if your grievances remain unresolved.

LEVEL 1: BRANCH MANAGER / PHONE BANKING NUMBER / CUSTOMER CARE CENTRE

Please contact the Branch Manager at your nearest Branch or contact our Phone Banking Officer on 1800202-5333 or send an Email to customercare@shivalikbank.com.

LEVEL 2: NODAL OFFICER

If you are not satisfied with the response received from the Branch/Phone Banking/ Customer Care Centre or if you don't receive a response within 7 working days, you may call or write to the regional Nodal Officer at the address and contact details provided below:

List of regional nodal officers are given below:

Name and Address of Regional Nodal Officers			
Sr.No.	Region	Nodal Officer's Name	Nodal Officer contact details
1.	Lucknow	Kashif Khan Lohani	Shivalik Small Finance Bank Ltd., Vikas Nagar, Lucknow – 226022 (U.P.) Contact no.: +91-7388448800 Email ID : kklohani@shivalikbank.com
2.	Meerut	Sandeep Ratra	Shivalik Small Finance Bank Ltd., Padma Tower, Tezgarhi Chowk, Garh Road, Opposite BSNL, Meerut, Uttar Pradesh, 250004 Contact no.: +91-9720164042 Email ID : sratra@shivalikbank.com
3.	NCR	Deepak Rai	Shivalik Small Finance Bank Ltd., Noida Sector 18, Noida- 201301 (U.P.) Contact no.: +91- 9871763006 Email ID : drai1@shivalikbank.com
4.	MP	Deepender Verma	Shivalik Small Finance Bank Ltd., Jagjivan Ram Nagar, Indore – 452001 (M.P.) Contact no.: 0731-4006044 Email ID : dverma@shivalikbank.com
5.	Uttarakhand	Anuj Singh	Shivalik Small Finance Bank Ltd., 59/3 Rajpur Road, Dehradun, Uttarakhand - 248001. Contact no.: +91-9675773030 Email ID : asingh4@shivalikbank.com
6.	Saharanpur 1	Aman Vats	Shivalik Small Finance Bank Ltd., Ansari Road, Saharanpur -247001 (U.P) Contact no : +91-8299546451 Email ID : avats@shivalikbank.com
7.	Saharanpur 2	Himanshu Garg	Shivalik Small Finance Bank Ltd., Hakikat Nagar, Saharanpur -247001 (U.P) Contact no : +91-8223895050 Email ID : hgarg@shivalikbank.com
8.	Haryana	Gaurav Delori	Shivalik Small Finance Bank Ltd., Model Town , Yamuna Nagar -135001 (Haryana) Contact no : +91-8685005000 Email ID : gdelori@shivalikbank.com
9.	Pune + Thane + Surat + Bangalore	Dhanesh Gohil	Shivalik Small Finance Bank Ltd., Maji Wada, Thane West- 400601 (Mumbai) Contact no : +91-7506187718 Email ID: bh.mh.thane@shivalikbank.com
10.	Tamil Nadu	Vishal Krishnappa Vernekar	Shivalik Small Finance Bank Ltd., Adyar Bridge Road, Adyar, Chennai, 600020 Contact no : +91-9886085885 Email ID: bh.ka@shivalikbank.com
11.	Telangana	Vishal Krishnappa Vernekar	Shivalik Small Finance Bank Ltd., Jubilee Hills, Near More Supermarket, Hyderabad, 500033 Contact no : +91-9886085885 Email ID: bh.ka@shivalikbank.com

LEVEL 3: PRINCIPAL NODAL OFFICER

If you are not satisfied with the response received from the Nodal Officer or if you don't receive a response within 7 working days, please escalate the same to the Principal Nodal Officer at the address and contact details provided below:

Principal Nodal Officer	
Name of Principal Nodal Officer:	Ravi Ratnaker Singh
	Shivalik Small Finance Bank Ltd.
	Plot No – 2B, 6th Floor, Tower 3, India Glycols Building, Sector 126, Noida-201304
Contact Detail:	0120- 4060000 Ext – 115
Email ID:	pno@shivalikbank.com

Our Principal Nodal Officer will endeavour to resolve the issue to the complainant's satisfaction within 7 working days. In case, the complaint needs more time to examine, the complaint shall be acknowledged by explaining the need for more time to respond.

Escalation to Integrated Ombudsman: We would like to inform all our customers that our bank is covered under THE RESERVE BANK - INTEGRATED OMBUDSMAN SCHEME, 2021. If you are not satisfied with the resolution provided by the bank or if your grievance is not redressed within 30 days of submitting your grievance, you may approach Integrated Ombudsman by filing an online complaint at <https://cms.rbi.org.in>

Complaints may also be submitted through electronic or physical mode to the 'Centralized Receipt and Processing Centre' (CRPC) established at Chandigarh

Address of CRPC: Centralized Receipt and Processing Centre (CRPC),
Reserve Bank of India, Central Vista, Sector 17, Chandigarh – 160017 Email - crpc@rbi.org.in

Contact Centre with toll free number – 14448 (Timing - 9:30 am to 5:15 pm)