

# GRIEVANCE REDRESSAL MECHANISM



While we always strive to provide the best of customer service, there may be occasions when our customers' requirements 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@shivalik.bank.in](mailto:customercare@shivalik.bank.in)

## 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 Nodal Officer at the address and contact details provided below :

Nodal Officer	
Name of Nodal Officer:	<b>Rupesh Tyagi</b>
	Shivalik Small Finance Bank Ltd.
	2nd Floor, Add India Tower, Plot No. 6A, Sector 125, Noida - 201303.
Contact Detail:	0120-4060011
Email ID:	<a href="mailto:grievance@shivalik.bank.in">grievance@shivalik.bank.in</a>

For list of region wise Nodal Officers, click here  
<https://shivalikbank.com/assets/upload/uploads/list-of-region-wise-nodal-officers.pdf>

## 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 :

Name of Principle Nodal Officer:	<b>Jayatri Singh</b>
	Shivalik Small Finance Bank Ltd.
	2nd Floor, Add India Tower, Plot No. 6A, Sector 125, Noida - 201303.
Contact Detail:	0120-4060012
Email ID:	<a href="mailto:pno@shivalik.bank.in">pno@shivalik.bank.in</a>

Our Principal Nodal Officer will endeavor 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 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](mailto:crpc@rbi.org.in)

**RBI Contact Centre with toll free number – 14448**