Grievance Redressal

Shivalik Small Finance Bank Limited

Shivalik Small Finance Bank is committed to offer superior quality customer service experience by addressing all customer concerns/complaints fairly and expeditiously.

However, if for any reason, our services fall short of your expectations, we encourage you to share your valuable suggestions or feedback on any of our products & services; or in case of any grievance related to services provided by our Business Correspondent partner.

We welcome your feedback via following means:

Level 1:

You can reach out to bank's Business Correspondent partner – TruCap Finance Limited by following modes:

Call at- **1800 210 2100**
Email at – **contact@trucapfinance.com**

Level 2

If you are not satisfied with the Level 1 response/resolution or you do not receive a response /resolution within 7 working days, you may reach out to us by following modes:
Call us at – 18002025333.
Email us at - customercare@shivalikbank.com

Level 3:

If you are not satisfied with the response received at Level 2 or if you don't receive a response within 7 working days, please escalate the same to the Principal Nodal Officer (PNO) at the address and contact details provided below:

Name of Principle Nodal Officer:	Mr. Ravi Ratnaker Singh
Address for communication:	Shivalik Small Finance Bank Ltd. Plot No – 2B, 6th Floor, Tower 3, India Glycols Building, Sector 126, Noida – 201 304, Uttar Pradesh
Phone Number:	0120- 4060000 (Ext – 197)
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 Banking Ombudsman: 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 Ombudsman by filing an online complaint at https://cms.rbi.org.in .