

GRIEVANCE REDRESSAL MECHANISM - BUSINESS CORRESPONDENTS



Dear Customer, if you have any grievance or complaint, please contact our Customer Care Representative, or visit your nearest Branch. You may also use Complaint Box or Complaint form available at Branch for submitting your complaints.

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

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

Please contact our Business Correspondent (BC contact details <https://shivalikbank.com/contact-details-of-business-correspondent-bc-partners>) or contact the Branch Manager at your nearest branch office or contact our Phone Banking Officer at toll free number 1800-202-5333 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 Nodal Officer at the address and contact details provided below:

Nodal Officer	
Name of Nodal Officer:	Jayatri 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 – 189
Email ID:	grievance@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 Principle 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 – 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 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

RBI Contact Centre with toll free number – 14448