

Grievance Redressal Mechanism

In View of handling customer complaints/grievances, in line with the Quality Policy of the Bank. With a view to ensure consistent superior service experience, the Bank shall provide a responsive, fair, expeditious and customer-centric query/ complaint management procedures to all external customers.

In case of non-resolution of grievances within 7 days to customer’s satisfaction, they may escalate their grievance to the Nodal Officer and thereafter to the Principal Nodal Officer after expiry of further 7 days.

Details of Nodal Officer and Principal Nodal Officer are as follows:

Nodal Officer	
Name of Nodal Officer:	Mr. Pradeep Kumar Shukla
	Shivalik Small Finance Bank Ltd
	Plot No – 2B, 6th Floor, Tower 3, India Glycols Building, Sector 126, Noida-201304
Contact Detail:	120- 406000 Ext- 141
Email ID:	pkshukla@shivalikbank.com

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:	120- 406000 Ext- 130
Email ID:	pno@shivalikbank.com