



## **Grievance Redressal Mechanism**

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 the Branch Manager at your nearest Branch or contact our Phone Banking Officer on 0120-2555333 or send an Email to [complaints@shivalikbank.com](mailto:complaints@shivalikbank.com) or [info@shivalikbank.com](mailto:info@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

<b>Name and Address of Regional Nodal officers</b>			
<b>Sr. No.</b>	<b>Region</b>	<b>Nodal officer's Name</b>	<b>Nodal officer contact details</b>
1	Lucknow	Abhishek Tiwari	Shivalik Small Finance Bank Ltd., Vikas Nagar, Lucknow – 226022 (U.P.) Contact no. – 0522-4241888/ 0522-4241777 Email ID - <a href="mailto:atiwari@shivalikbank.com">atiwari@shivalikbank.com</a>
2	Saharanpur	Himanshu Garg	Shivalik Small Finance Bank Ltd. Hakikat Nagar, Saharanpur – 247001 (U.P.) Contact no. – 0132-2726125 Email ID - <a href="mailto:hgarg@shivalikbank.com">hgarg@shivalikbank.com</a>



3	Meerut	Sandeep Ratra	Shivalik Small Finance Bank Ltd., Nai Sadak, Shastri Nagar, Meerut – 250002 (U.P.) Contact no. – 0121-4052052 Email ID – sratra@shivalikbank.com
4	NCR	Sandeep Ratra	Shivalik Small Finance Bank Ltd., Noida Sector – 45, Noida – 452001 (U.P.) Contact no. – 0121-4052052 Email ID – sratra@shivalikbank.com
5	MP	Deepender Verma	Shivalik Small Finance Bank Ltd., Jagjivan Ram Nagar, Indore – 452001 (M.P.) Contact no. – 0731-4006044 Email ID – dverma@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:

<b>Principal Nodal Officer</b>	
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:	<a href="mailto:pno@shivalikbank.com">pno@shivalikbank.com</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 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](mailto:crpc@rbi.org.in)

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