

While we always strive to provide the best of customer service, there may be occasions, when our customers' requirement 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@shivalikbank.com](mailto: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 regional Nodal Officer at the address and contact details provided below:

List of regional nodal officers are given below:

Name and Address of Regional Nodal Officers			
Sr.No.	Region	Nodal Officer's Name	Nodal Officer contact details
1.	Lucknow	Abhishek Tiwari	Shivalik Small Finance Bank Ltd., 565-KA/68, Amrudhi Bagh, Sringer Nagar, Alambagh, Lucknow 226005 (U.P.) Contact no.: +91-7753059740.Email: <a href="mailto:atiwari@shivalikbank.com">atiwari@shivalikbank.com</a>
2.	Meerut	Anurag Jain	Shivalik Small Finance Bank Ltd., Hakikat Nagar, Saharanpur -247001 (U.P)Contact no: +91-8171055554.Email: <a href="mailto:anurag.jain@shivalikbank.com">anurag.jain@shivalikbank.com</a>
3.	NCR	Ritu Sharma	Shivalik Small Finance Bank Ltd., B-9, Ground Floor,Noida Sector 18, Noida- 201301 (U.P.Contact no.: +91-9999981078.Email: <a href="mailto:ritu.sharma@shivalikbank.com">ritu.sharma@shivalikbank.com</a>
4.	MP	Ashish Goswami	Shivalik Small Finance Bank Ltd., 6, Jagjivan Ram Nagar, Main Road, Patnipura Chowk, Indore-452011 (M.P.) Contact no.: +91-9893595943.Email: <a href="mailto:ashish.goswami@shivalikbank.com">ashish.goswami@shivalikbank.com</a>
5.	Uttarakhand	Himanshu Garg	Shivalik Small Finance Bank Ltd., Hakikat Nagar, Nr. Old Sales Tax Office, Saharanpur-247001 (U.P.) Contact no: +91-8223895050.Email: <a href="mailto:hgarg@shivalikbank.com">hgarg@shivalikbank.com</a>
6.	Saharanpur 1	Aman Vats	Shivalik Small Finance Bank Ltd., Ansari Road, Saharanpur -247001 (U.P) Contact no : +91-8299546451 Email ID : <a href="mailto:avats@shivalikbank.com">avats@shivalikbank.com</a>
7.	Saharanpur 2	Gaurav Kumar Rastogi	Shivalik Small Finance Bank Ltd., Gangoh, Saharanpur -247341 (U.P) Contact no: +91-8936923109.Email: <a href="mailto:gaurav.rastogi@shivalikbank.com">gaurav.rastogi@shivalikbank.com</a>
8.	Haryana	Gaurav Delori	Shivalik Small Finance Bank Ltd.,Model Town ,Yamuna Nagar -135001 (Haryana)Contact no : +91-8685005000 Email ID : <a href="mailto:gdelori@shivalikbank.com">gdelori@shivalikbank.com</a>
9.	Pune + Thane + Surat	Vishal Krishnappa Vernekar	Shivalik Small Finance Bank Ltd., Upper Ground Floor, Plot No.802,12th Cross Road, 27th Main Road, Sector-1, HSR Layout, Bangalore -560102Contact no: +91-9886085885. Email: <a href="mailto:bh.ka@shivalikbank.com">bh.ka@shivalikbank.com</a>
10.	Bangalore +Tamil Nadu + Telangana	Vishal Krishnappa Vernekar	Shivalik Small Finance Bank Ltd., Upper Ground Floor, Plot No.802,12th Cross Road, 27th Main Road, Sector-1, HSR Layout, Bangalore -560102Contact no: +91-9886085885. Email: <a href="mailto:bh.ka@shivalikbank.com">bh.ka@shivalikbank.com</a>

**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	
<b>Name of Principal Nodal Officer:</b>	<b>Ravi Ratnaker Singh</b>
	Shivalik Small Finance Bank Ltd.
	2nd Floor, Add India Tower Plot No. A-6A, Sector-125. Noida, U.P. -201303
<b>Contact Detail:</b>	0120- 4060012
<b>Email ID:</b>	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 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

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