

CHANNELS AVAILABLE FOR CUSTOMER GRIEVANCE REDRESSAL

STAGE 1

CONTACT US AT THE BRANCH OR CUSTOMER CARE

Visit the nearest **Branch** and register their Complaint
Or
Call **Toll Free helpline** at 1800-123-222000
Timings: Monday to Saturday (Except 2nd & 4th Saturday) – 09:00 am to 06:00 pm
Or
Write an **email** to customercare@svamaan.in

STAGE 2

ESCALATION TO REGIONAL NODAL OFFICERS

North & East Region – Mr Rajesh Kumar – rajeshkumar1@svamaan.in
South & West Region – Mr Amol Timmapure – amol.timmapure@svamaan.in

STAGE 3

ESCALATION TO GRIEVANCE REDRESSAL OFFICER (GRO) / PRINCIPAL NODAL OFFICER (PNO)

Escalate grievance which remains unresolved for more than 15 days to:
GRO: Mr. Priyabrata Banerjee / PNO: Ms. Bharati Rathi
Contact No.: 022 49429090
E-mail Id: pno@svamaan.in

STAGE 4

ESCALATION TO SELF-REGULATORY ORGANISATION (SRO)

Customers may escalate to SRO (Sa-Dhan) via toll-free number at 1800-121-1322

STAGE 5

ESCALATION TO THE RESERVE BANK OF INDIA (RBI)

If the grievance is not resolved within 30 days or the customer is not satisfied, they may approach the RBI Ombudsman at the below:

Address: Centralized Receipt and Processing Centre (CRPC), Reserve Bank of India,
Central Vista, Sector 17, Chandigarh – 160 017
Email Id: crpc@rbi.org.in
Call at: 14448
Lodge a Complaint through RBI's CMS Portal: <https://cms.rbi.org.in>