

Customer Grievance Redressal Mechanism

STEP 1: Channel of Complaint Registration

1) Branch

Customer shall contact to any branch for any grievance where the Branch Manager shall be the first point of communication with the customer,

2) Customer Care Centre

The customer can also call to the centralized customer care team on **1800-103-9039**. The Branch, on behalf of customer can also communicate the same to the centralized customer care.

Contact details of centralized customer care desk is also displayed in each branch office.

3) Write to us

The customer can also communicate with us by emailing us on customercare@skfin.in or raising their concern on our website at <https://www.skfin.in/contactus.php>

STEP 2: Escalation Mechanism

Resolution in Step 1 not as per your expectations	In case the dispute/complaint is not redressed <u>within fifteen days</u>	In case the dispute/complaint is not redressed <u>within one month</u>
First Level Mr. Chetan Gupta, Grievance Redressal Officer, G1-2 Adarsh Plaza Building, Khasa Kothi circle, Jaipur-302001 E-Mail: customercare@skfin.in Office: 0141-4161551 Toll free: 1800-103-9039	Second Level Ms. Anubha Khandelwal, Principal Nodal Officer, M-8, Adarsh Plaza, Khasa Kothi circle, Jaipur-302001 E-Mail: pno@skfin.in Office: 0141-4161552 Toll free: 1800-103-9039	Third Level (Appeal to RBI) General Manager, Centralised Receipt and Processing Centre Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 Toll Free Number: 14448 (9:30 am to 5:15 pm) Portal to lodge complaints: https://cms.rbi.org.in