

## 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](tel: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](mailto: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>
<b>First Level</b>	<b>Second Level</b>	<b>Third Level (Appeal to RBI)</b>
Mr. Chetan Gupta, Grievance Redressal Officer, G1-2 Adarsh Plaza Building, Khasa Kothi circle, Jaipur-302001 E-Mail: <a href="mailto:customercare@skfin.in">customercare@skfin.in</a>  Office: 0141-4161551 Toll free: 1800-103-9039	Ms. Anubha Khandelwal, Principal Nodal Officer, M-8, Adarsh Plaza, Khasa Kothi circle, Jaipur-302001 E-Mail: <a href="mailto:pno@skfin.in">pno@skfin.in</a>  Office: 0141-4161552 Toll free: 1800-103-9039	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: <a href="https://cms.rbi.org.in">https://cms.rbi.org.in</a>