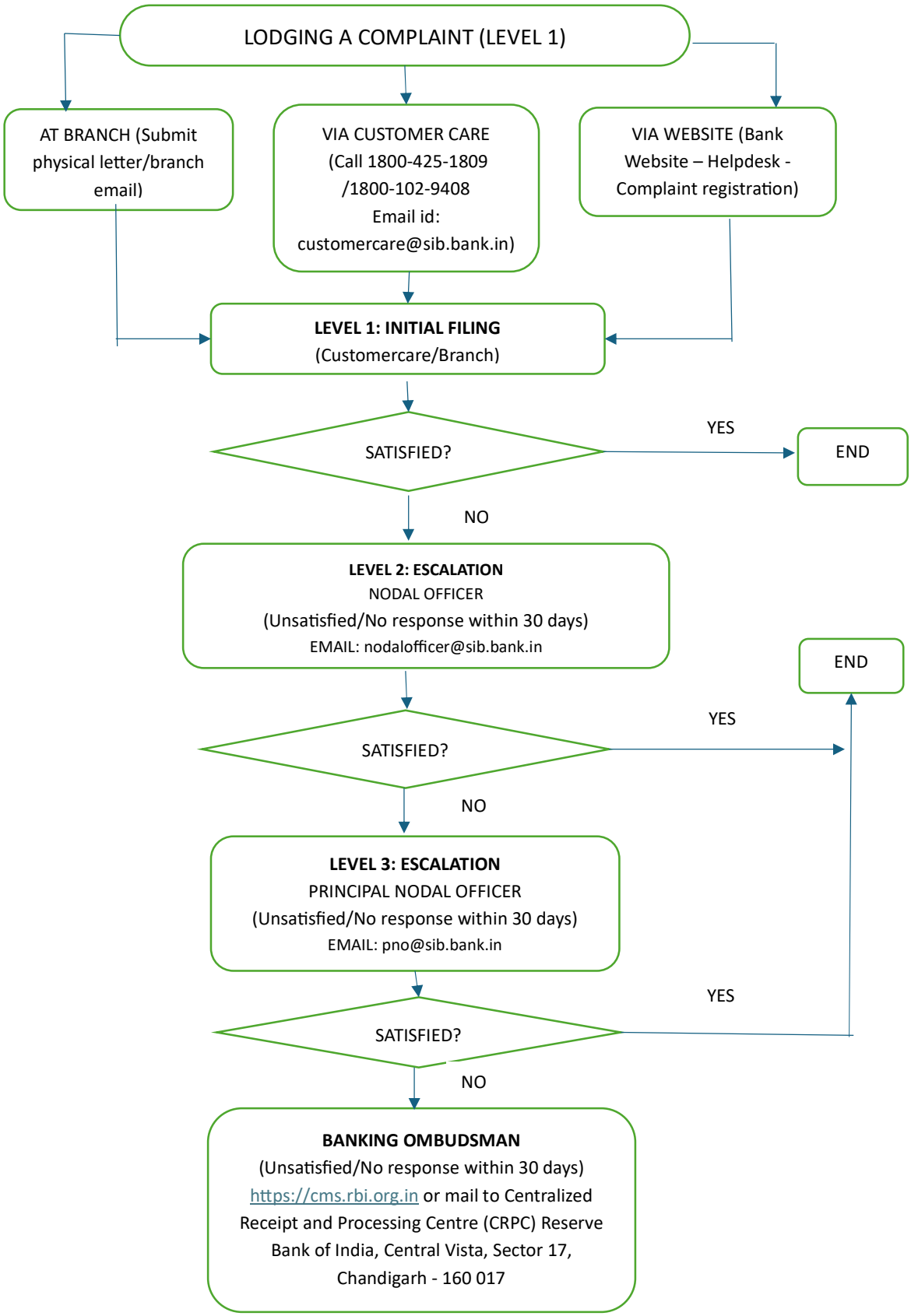
LODGING A COMPLAINT (LEVEL 1)
AT BRANCH (Submit physical letter/branch email)
VIA CUSTOMER CARE (Call 1800-425-1809 /1800-102-9408 Email id: customercare@sib.bank.in)
VIA WEBSITE (Bank Website – Helpdesk - Complaint registration)
LEVEL 1: INITIAL FILING (Customercare/Branch)
SATISFIED?
YES
END
NO
LEVEL 2: ESCALATION
NODAL OFFICER
(Unsatisfied/No response within 30 days)
EMAIL: nodalofficer@sib.bank.in
END
SATISFIED?
YES
NO
LEVEL 3: ESCALATION
PRINCIPAL NODAL OFFICER
(Unsatisfied/No response within 30 days)
EMAIL: pno@sib.bank.in
SATISFIED?
YES
NO
BANKING OMBUDSMAN
(Unsatisfied/No response within 30 days)
https://cms.rbi.org.in or mail to Centralized Receipt and Processing Centre (CRPC) Reserve Bank of India, Central Vista, Sector 17, Chandigarh - 160 017