

GRIEVANCE REDRESSAL

Customer are requested to bring to the point of concerned Branch Manager about their complaint at the first instance or drop written complaint in the Complain Box. If the complaint is not addressed to the satisfaction of the customer the same may be taken up with the Banks Head Office to the following person designated to deal with the complaint/grievance.

Contact Person:

Nodal Officer : Shri Nirag J Shah (AGM, Head Office)

Head Office : Sarvodaya Commercial Co-Operative Bank Ltd, Mehsana
Sarvodaya Bank Road,
Bhamariya Nala,
Mehsana – 384002

Telephone No : (02762) 244458

E-Mail : nirag.shah@scc.bank.in

BANKING OMBUDSMAN

As per Banking Ombudsman Scheme 2021 (as amended from time to time) Customer can contact the Branch Manager, If He / She has any complaint relating to our banking services. Customer can give complaint to Branch Manager or Head Office. If the Customer does not receive any reply of his complaint within 30 days or If the Customer does not receive any satisfactory response from the Bank, the customer can contact to Banking Ombudsman on below mention address.

Centralised Receipt and Processing Center (CRPC)

Reserve Bank Of India,

4th Floor, Sector-17,

Central Vista,

Chandigarh-160017.

You can also lodge complaint via below portal.

<http://cms.rbi.org.in/>.