

Mail to:

The Nodal Officer  
Complaint Redressal,  
Operations Department,  
The Shamrao Vithal Bank Ltd.,  
SVC Tower, Jawaharlal Nehru Road,  
Vakola, Santacruz (East),  
Mumbai - 400 055.

Date:\_\_\_\_\_

*Name		
*Address		
*Are you an existing customer	Yes	No
Tel No. Residence		
Tel No. Office		
Mobile No.		
E- mail ID		
**Account Number		
**Branch		
<b>If you have already lodged a complaint ,fill in the details required, given below</b>		
Date of lodging complaint		
To whom the complaint was lodged		
Brief details of your complaint		
Whether the complaint was responded	Yes	No
If you are not satisfied with the response you may give reasons for the same		
<b>If you are lodging the complaint for the first time, fill in the details required, given below</b>		
*Product about which you want to complain/or suggest improvement		
*Brief details of your complaint		
Brief details of your suggestion		

\* fields which are mandatory for all

\*\* fields mandatory for existing customer

If your grievance is not resolved within a month of lodging the complaint you may approach the Banking Ombudsman at the following address

Address of Banking Ombudsman	Area of Operation
<b>Reserve Bank of India</b> 10/3/8, Nrupathunga Road Bangalore-560 001  Tel.No.080-22210771, 080-22275629 Fax No.080-22244047  email: <a href="mailto:bobangalore@rbi.org.in">bobangalore@rbi.org.in</a>	<b>Karnataka</b>
<b>Reserve Bank of India</b> Garment House, Ground Floor, Dr. Annie Besant Road, Worli, Mumbai-400 018  Tel.No.022-24924607/022-24960893 Fax No.022-24960912  email: <a href="mailto:bomumbai@rbi.org.in">bomumbai@rbi.org.in</a>	<b>Maharashtra and Goa</b>