

Lodging a Complaint Through Branches

LEVEL 1

To register your query/request/complaint as follows:

Individual branch details are available on Bank's website under section "**contact us**" at Branch Locator [CLICK HERE](#)

Nodal officer at branch for persons with disabilities is respective "**Branch Manager/ Branch -In charge**"

LEVEL 2

If **LEVEL 1** doesn't meet your expectations, you may contact Central Office at

Ms Kashyapi Mehta

Shri Mahila Sewa Sahakari Bank Ltd

1st Floor, Sakar II opp Town Hall, Ellisbridge, Ahmedabad 380006

Phone no. 079-26578650

Email: mail@sewabank.com

LEVEL 3

If **LEVEL 2** doesn't meet your expectations, you may contact our Principal Nodal Officer. The details as follows:

Paresh Vasani

Shri MahilaSewaSahakari Bank Ltd

1st Floor, Sakar II opp Town Hall, Ellisbridge, Ahmedabad 380006

Phone No. 079-26581597,079-26581652 extn 258.

Email: paresh@sewabank.com

Lodging a Complaint Through Departments

LEVEL 1

To register your query/request/complaint through departments as follows:

Write an email to department by clicking on below link / email ids

- Related to Customer Grievance issues - mail@sewabank.com
- Unauthorized Transaction – ithelpdesk@sewabank.com
- Related to Internet Banking / ATM Card / UPI Operational Issue / DND registration – accounts@sewabank.com
- Contact no for urgent UPI/ATM blocking – operations1atm@sewabank.com

Related to ATM, POS, E-Com, IMPS & AEPS dispute transactions you may click on below link of ODRS (Online Dispute Resolution System) [CLICK HERE](#)

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LEVEL 2

If **LEVEL 1** doesn't meet your expectations, you may contact our Principal Nodal Officer. The details as follows:

Name – Paresh Vasani

Shri Mahila Sewa Sahakari Bank Ltd

1st Floor, Sakar II opp Town Hall, Ellisbridge, Ahmedabad 380006

Phone No. 079-26581597,079-26581652 extn 258.

Email: paresh@sewabank.com

Name of Nodal Officer for **person with disabilities**

Ms Kashyapi Mehta

Shri Mahila Sewa Sahakari Bank Ltd

1st Floor, Sakar II opp Town Hall, Ellisebridge, Ahmedabad 380006

Phone no. 079-26578650

Email: mail@sewabank.com

If you are not satisfied with the solution provided by the Bank, you may raise the complaint with Banking Ombudsman

BANKING OMBUDSMAN

If **LEVEL 1, 2, 3** doesn't meet your expectations OR if your issue remains unresolved after 30 days of lodging of complaint at Bank, you may contact RBI Ombudsman Office

1. Through RBI Complaint Portal – <https://cms.rbi.org.in>
2. Through Call at Call center CRPC – Toll Free- 14448
3. Through letter you may write to – **Centralized Receipt and Processing Center (CRPC), 4th Floor, Reserve Bank of India, Sector 17, Central Vista, Chandigarh - 160017**