

<b>STEP 1</b>	In case of any Grievance with the services of the Bank	<p>You may please contact the <b>Branch Manager</b></p> <p>or</p> <p>call at Toll free Nos <b>1-800-425-3800 / 1-800-11-22-11</b></p> <p>or</p> <p>send SMS “<b>UNHAPPY</b>” to <b>8008202020</b></p> <p>or</p> <p>submit your complaint/feedback “online” as per the <b><u>COMPLAINT/FEEDBACK FORM</u></b> available at <a href="http://www.sbi.co.in">www.sbi.co.in</a></p>
<b>STEP 2</b>	<p>In case the grievance is not resolved within 10 days from the date of registration</p> <p>or</p> <p>You are not satisfied with the resolution offered by the branch</p>	<p>You may please contact the <b><u>Network Nodal Officer</u></b> (select as per your branch location)</p>
<b>STEP 3</b>	<p>In case the grievance is not resolved within 5 days from the date of escalation to the Network Nodal officer</p> <p>or</p> <p>You are not satisfied with the resolution offered by the Network Nodal Officer</p>	<p>You may please contact the <b>Principal Nodal Officer</b> <b>General Manager (NBG-Coordination)</b> <b>State Bank of India, Corporate Centre, State Bank Bhavan, Madam Cama Road, Mumbai 400 021</b> <b>Fax No: 022-22742431</b> <b>Email :gm.customer@sbi.co.in</b></p>
<p>You may also write to the Chairman at the following address:</p> <p style="text-align: center;"><b>CHAIRMAN,</b> <b>State Bank Of India,</b> <b>Corporate Centre,</b> <b>“State Bank Bhavan” ,</b> <b>Madam Cama Road,</b> <b>Mumbai 400 021</b> <b>Fax : 022-22742431</b> <b>Email chairmansbi.customer@sbi.co.in</b></p>		
<p>In case the grievance is not resolved within 30 days from the date of registration</p> <p>or</p> <p>You are not satisfied with the resolution offered by the Bank</p>	<p>You may please kindly take recourse to the Banking Ombudsman Scheme 2006</p> <p style="text-align: center;"><b><u>List of Banking Ombudsman</u></b></p> <p>(select as per your area of jurisdiction)</p>	