

Step-by-step procedures for filing a complaint on a designated email id, and finding out the status of complaint---

1. Client can email on dp_grievances@svcbank.com for filing a complaint from his/her registered email id.
2. DP will acknowledge the receipt of complaint by replying to client on his registered email id.
3. The complaint will be attended by the DP in discussion with Branch and/or contacting the client directly on his registered mobile number. Meanwhile Client can approach base branch for finding the status of complaint raised.
4. TAT for addressing the complaint is T+7 working days where T is the date of receipt of complaint on dp_grievances@svcbank.com email id.
5. Once the complaint raised by the Client is resolved, DP sends the final email of query resolution on client's registered email id.