

STEP 1	In case of any Grievance with the services of the Bank	<p>You may please contact the Branch Manager or call at Toll free Nos 1-800-425-3800 / 1-800-11-22-11 or send SMS “UNHAPPY” to 8008202020 or submit your complaint/feedback “online” as per the COMPLAINT/FEEDBACK FORM available at www.sbi.co.in</p>
STEP 2	<p>In case the grievance is not resolved within 10 days from the date of registration or You are not satisfied with the resolution offered by the branch</p>	<p>You may please contact the <u>Network Nodal Officer</u> (select as per your branch location)</p>
<p>You may also write to the Chairman at the following address: CHAIRMAN, State Bank Of India, Corporate Centre, “State Bank Bhavan” , Madam Cama Road, Mumbai 400 021 Fax : 022-22742431 Email : customercare@sbi.co.in</p>		
<p>In case the grievance is not resolved within 30 days from the date of registration or 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>List of Banking Ombudsman</p>	<p>(select as per your area of jurisdiction)</p>