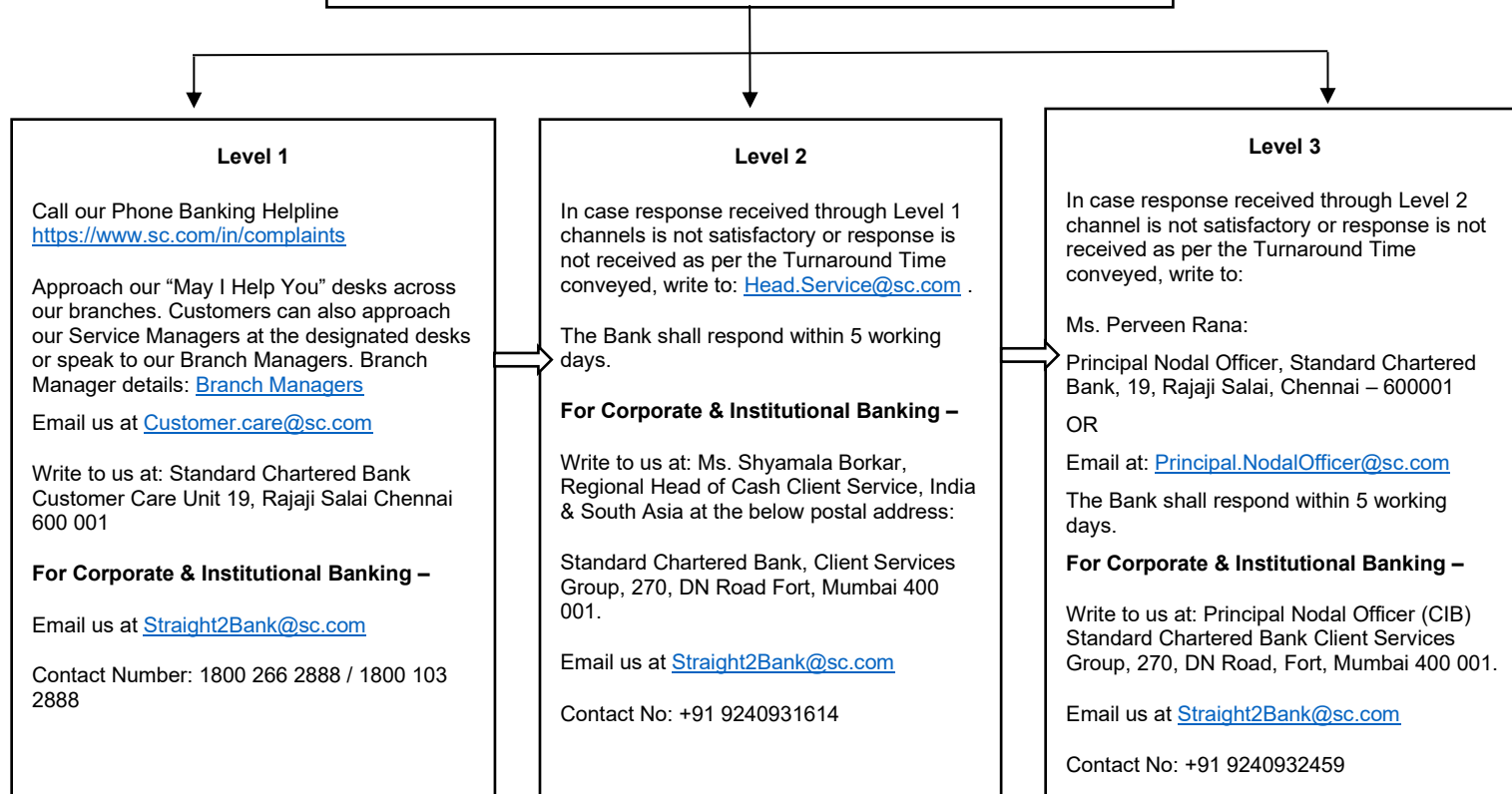


Procedure for Lodging a Complaint



In addition to the above, you may also approach the Bank's Nodal Officers / Senior officials

Nodal officers

Email at: Nodal.Officer@sc.com

Click here to get more information on our Nodal Officers
[Grievance Redressal](#)

Senior Officials

Click here to get more information on the details of our Senior Officials
[Grievance Redressal](#)

Reserve Bank - Integrated Ombudsman Scheme

If you are not satisfied with the response or have not received a response from the Bank within a month (30 days), you can file a complaint under The Reserve Bank - Integrated Ombudsman Scheme, 2021 through

- RBI portal (<https://cms.rbi.org.in>)
- Physical Address: Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017.

Grievance Redressal Day

Effective April 2025, the 2nd Tuesday of every month is designated as 'Grievance Redressal Day'.

In the event of a bank holiday on the 2nd Tuesday, the following working day will be designated as 'Grievance Redressal Day'.

Customers are welcome to visit any of our Branches and speak with a senior official about their queries/concerns.