

Grievance Redressal

Customers who wish to send in complaint/feedback over any issue can use the following channels.

LEVEL 1: Branch Manager

Please contact Branch Manager at the respective branch explaining the details of the issues. Our branch manager will be glad to assist you.

Timings: 9 am to 5 pm on week days

LEVEL 2: Divisional Manager

If you are not satisfied with the response received from the branch or if you don't receive a response in 7 working days, you can escalate your complaint to our Help Desk Executive, available on the phone to register your complaints

Contact No: +91 9733110620

E-mail: divisionalmanager@sarwadi.in

Timings: 9 am to 5 pm on week days

LEVEL 3: DNBS, Reserve Bank of India

If you are not satisfied with the response received from the Divisional Manager or if you don't receive a response in 10 working days, you may contact the Reserve Bank of India at the following address:

To

The General Manager

Department of Non Banking Supervision

Reserve Bank of India,

Pan Bazar, Station Road,

Guwahati – 781 001