

SOCIÉTÉ GÉNÉRALE, INDIA BRANCHES

DISCLOSURE OF COMPLAINTS (Information as at March 31, 2022)

Customer Complaints

a) No. of complaints pending at the beginning of the year	0
b) No. of complaints received during the year	12
c) No. of complaints redressed during the year	11
d) No. of complaints pending at the end of the year	1

Awards passed by the Banking Ombudsman

a) No. of unimplemented Awards at the beginning of the year	Nil
b) No. of Awards passed by the Banking Ombudsmen during the year	Nil
c) No. of Awards implemented during the year	Nil
d) No. of unimplemented Awards at the end of the year	Nil

CONTACT DETAILS OF THE OFFICE OF THE BANKING OMBUDSMAN

Branch	Contact Person	Address and Contact Details
Mumbai	Dr. Neena Rohit Jain	C/o Reserve Bank of India 4th Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 STD Code: 022 Tel No. 23022028 Email: crpc@rbi.org.in
New Delhi	Shri R.K. Moolchandani	C/o Reserve Bank of India, Sansad Marg, New Delhi STD Code: 011 Tel. No. 23725445 Email: crpc@rbi.org.in

For latest version please visit
<https://www.rbi.org.in/commonman/English/Scripts/AgainstBankABO.aspx>

YOU CAN ALSO FILE YOUR COMPLAINT ONLINE DIRECTLY TO THE OMBUDSMAN THRU THIS LINK

<https://cms.rbi.org.in/cms/indexpage.html#eng>

[LINK TO DOWNLOAD PHYSICAL FORM APPENDED BELOW]

https://cms.rbi.org.in/cms/assets/Documents/ComplaintForm_English.pdf