

# **TOLLFREE**

As per the DFS, GOI guidelines, SLBC Karnataka has set up a call center at Hyderabad for providing add-on services through toll free desk for addressing redressal of public grievances on flagship programmes like PMJDY, PMJJBY, PMSBY, APY, PMFBY, MUDRA, etc.

The SLBC KARNATAKA Call Center has been functioning since July 2019. The Contact Center provides services in 6 languages namely Kannada, Telugu, Tamil, Malayalam, English and Hindi. 3 Customer Service Executives are dedicatedly allotted for receiving calls and answering queries of the public pertaining to the GOI Flagship schemes.

The Contact Center operates seven days a week and will be available to customers on all 365/366 days from 6 AM to 10 PM.

**The SLBC Karnataka Toll-free Number is 180042597777.**