

NOTICE

Grievances Redressal Mechanism

Dear Customer,

If you have any grievance or complaint, please contact the Customer Care Representative at your nearest Branch office. You may also use Complaint Box or Complaint Book available at Branch for submitting your complaints.

Please use the following escalation matrix if your grievances remain unresolved-

LEVEL 1: BRANCH MANAGER / PHONE BANKING NUMBER / CUSTOMER CARE CENTRE

Please contact the Branch Manager at your nearest Branch office or contact our Phone Banking Officer at toll free number **18002082121** or send email to customercare@ujjivan.com.

LEVEL 2: REGIONAL NODAL OFFICER

If you are not satisfied with the response received from the Branch/Phone Banking/Customer Care Centre or if you don't receive a response within 7 working days, you may call or write to the Regional Nodal Officer at the address and contact details provided below:

SOUTH REGION

FUNCTIONARY	REGIONAL NODAL OFFICER (SOUTH)
NAME OF THE REGIONAL NODAL OFFICER	ROHAN SHETTY
E-MAIL ID	rno.south@ujjivan.com
TELEPHONE NUMBER	+91 80 4071 2121 EXT – 874
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED GRAPE GARDEN, NO.27, 3RD A CROSS, 18TH MAIN, 6TH BLOCK KORAMANGALA, BENGALURU – 560095
AREAS OF OPERATIONS	KARNATAKA, TAMIL NADU, KERALA, GOA AND PUDUCHERRY
FAX NUMBER	+91 80 41468700

NORTH REGION

FUNCTIONARY	REGIONAL NODAL OFFICER (NORTH)
NAME OF THE REGIONAL NODAL OFFICER	SWAPNIL SUMIT
E-MAIL ID	rno.north@ujjivan.com
TELEPHONE NUMBER	+91-0120 6262121 EXT – 120
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED BLOCK- D, PLOT NO -7, VYAPAR MARG, GMTT BULDING 2nd & 3rd FLOOR, SECTOR- 3 , NOIDA, UTTAR PRADESH – 201301

AREAS OF OPERATIONS	DELHI, UTTAR PRADESH, CHANDIGARH, RAJASTHAN, UTTARAKHAND, PUNJAB, HARYANA, MADHYA PRADESH, CHHATTISGARH AND HIMACHAL PRADESH
FAX NUMBER	-

EAST REGION

FUNCTIONARY	REGIONAL NODAL OFFICER (EAST)
NAME OF THE REGIONAL NODAL OFFICER	SUDHANSU SEKHAR PATNAIK
E-MAIL ID	rno.east@ujjivan.com
TELEPHONE NUMBER	+91 33 4045 2171 Ext: 171
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED 4TH FLOOR, RISHI TECH PARK, PREMISES NO.02-0360, PLOT NO. DH-6/2, ACTION AREA 1D, NEW TOWN, KOLKATA – 70015
AREAS OF OPERATIONS	WEST BENGAL, JHARKHAND, ODISHA, BIHAR, ASSAM, MEGHALAYA AND TRIPURA
FAX NUMBER	-

WEST REGION

FUNCTIONARY	REGIONAL NODAL OFFICER (WEST)
NAME OF THE REGIONAL NODAL OFFICER	PRERNA BHOSALE
E-MAIL ID	rno.west@ujjivan.com
TELEPHONE NUMBER	+91 20 41412121 EXT – 130
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED ALMONTE –IT PARK, SR NO 8, 7th FLOOR, NEXT TO RELIANCE SMART, HADAPSAR MUNDHWA BYPASS, VILLAGE KHARADI, PUNE- 411014.
AREAS OF OPERATIONS	MAHARASHTRA AND GUJARAT
FAX NUMBER	-

LEVEL 3: PRINCIPAL NODAL OFFICER

If you are not satisfied with the response received from the Regional Nodal Officer or if you don't receive a response within 7 working days, please escalate the same to the Principal Nodal Officer at the address and contact details provided below:

NAME OF THE PRINCIPAL NODAL OFFICER	PRASAD TELAKKADAN
E-MAIL ID	pno@ujjivan.com
TELEPHONE NUMBER	080 – 4071 2121 EXT – 760
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED GRAPE GARDEN, NO.27, 3RD A CROSS, 18TH MAIN, 6TH BLOCK KORAMANGALA, BENGALURU – 560095
FAX NUMBER	+91 80 41468700

Our Principal Nodal Officer will endeavor to resolve the issue to the complainant's satisfaction within 7 working days. In case, the complaint needs more time to examine, the complaint shall be acknowledged by explaining the need for more time to respond.

Contact details of Heads of various business operations

Business	Name of Head of the Business	Mail ID
Liabilities & Third-Party Products	Sumit Thomas	sumit.thomas@ujjivan.com
Micro Banking	Vibhas Chandra	vibhas.chandra@ujjivan.com
MSE	Ashim Sarkar	ashim.sarkar@ujjivan.com
Rural Banking & Micro LAP	Murali Chari	murali.chari@ujjivan.com
Housing	Pradeep B	pradeep.b@ujjivan.com
Financial Institutions Group	Parag Srivastava	parag.srivastava@ujjivan.com
Vehicle Loans	Hirak Joshi	hirak.joshi217@ujjivan.com

Escalation to Integrated Ombudsman:

Please note that the first point of contact for redressal of your complaint is Bank itself. If you are not satisfied with our grievance redressal or if your grievance is not redressed by Bank within 30 days of submitting your grievance, you may approach Integrated Ombudsman by filing an online complaint at <https://cms.rbi.org.in>. Complaints can also be filed through the dedicated email "crpc@rbi.org.in" or sent in physical mode to the 'Centralised Receipt and Processing Centre' set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017.