

## **Redressal of Grievance regarding GST Invoices on NEFT Interbank charges – For Member Bank**

**Member Bank may contact following officials of the Bank in case of any GST Invoices related issues on NEFT Interbank charges**

<b><u>Level of Escalation</u></b>	<b><u>Officials to be approached</u></b>	<b><u>E-mail ID</u></b>
Escalation 1	Rahul Langar/Monica Khare	financetax@ujjivan.com
Escalation 2	Santosh Pradhan	Santosh.pradhan@ujjivan.com
Escalation 3	Barun Agarwal	Barun.agarwal@ujjivan.com

The details of GST registration number are available on below link:

<https://www.ujjivansfb.in/pdf/GSTINs.pdf>

**Our grievance team will endeavour 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.**