

## NOTICE

### Grievances Redressal Mechanism- Business Correspondents

Dear Customer,

If you have any grievance or complaint regarding Business Correspondent, 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](mailto: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	<a href="mailto:rno.south@ujjivan.com">rno.south@ujjivan.com</a>
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

#### **NORTH REGION**

FUNCTIONARY	REGIONAL NODAL OFFICER (NORTH)
NAME OF THE REGIONAL NODAL OFFICER	SWAPNIL SUMIT
E-MAIL ID	<a href="mailto:rno.north@ujjivan.com">rno.north@ujjivan.com</a>
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, HIMACHAL PRADESH
---------------------	---

#### EAST REGION

FUNCTIONARY	REGIONAL NODAL OFFICER (EAST)
NAME OF THE REGIONAL NODAL OFFICER	SUDHANSU SEKHAR PATNAIK
E-MAIL ID	<a href="mailto:rno.east@ujjivan.com">rno.east@ujjivan.com</a>
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, TRIPURA

#### WEST REGION

FUNCTIONARY	REGIONAL NODAL OFFICER (WEST)
NAME OF THE REGIONAL NODAL OFFICER	PRERNA BHOSALE
E-MAIL ID	<a href="mailto:rno.west@ujjivan.com">rno.west@ujjivan.com</a>
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, GUJARAT

#### 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	<a href="mailto:pno@ujjivan.com">pno@ujjivan.com</a>
TELEPHONE NUMBER	080 – 4071 2121 EXT – 230
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.

**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](mailto: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.

**Details of Business Correspondents**

<b>BC Name</b>	<b>Agent Name</b>	<b>Address</b>	<b>DISTRICT</b>	<b>STATE</b>	<b>Pincode</b>	<b>Contact</b>
Chhinarmore	Soumen Kumar Das	Vill+ Post-Chinnamore PS: Singur,	Hooghly	West Bengal	712223	9143277232
Basudevpur	Soumen Khamrui	Basudevpur Baligori, Tarakeshwar	Hooghly	West Bengal	712410	9735872260
Ichapur(Mohi nimore)	Pradip Ghosh	Vill- Banibon, P.O- Madhabpur, Shyampur,	Howrah	West Bengal	711315	9123057595
Dhandali	Susanta Charui	Vill-Dhandhali, P.O-Belari PS:Shyampur	Howrah	West Bengal	711315	7044160371
Patna Bhairavpur	Manik Ganguly	Halusai More	Hooghly	West Bengal	712149	8906491001
Birampur	Raju Samanta	Vill+Post Birampur PS Bagnan (Near Birampur Pul)	Howrah	West Bengal	711325	8145954143
ChakPatmura	Sikha Chandra	Vill-Nimabalia Post-Garbalia,	Howrah	West Bengal	711410	9153631831

