

# NOTICE

## Grievance 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 **1800 208 2121** 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	SYAM THOMAS
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, 3 <sup>RD</sup> A CROSS, 18 <sup>TH</sup> MAIN, 6 <sup>TH</sup> BLOCK KORAMANGALA, BENGALURU –560095
AREAS OF OPERATIONS	KARNATAKA, TAMIL NADU, KERALA, GOA AND PONDICHERRY
FAX NUMBER	+91 80 41468700

#### **NORTH REGION**

FUNCTIONARY	REGIONAL NODAL OFFICER (NORTH)
NAME OF THE REGIONAL NODAL OFFICER	YASHOVARDHAN ROY
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 BUILDING 2 <sup>ND</sup> & 3 <sup>RD</sup> FLOOR, SECTOR-3, NOIDA, UTTAR PRADESH – 201301
AREAS OF OPERATIONS	DELHI, UTTAR PRADESH, CHANDIGARH, RAJASTHAN, UTTARAKHAND, PUNJAB, HARYANA, MADHYA PRADESH, CHHATTISGARH , HIMACHAL PRADESH
FAX NUMBER	

## 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 – 700156
AREAS OF OPERATIONS	WEST BENGAL, JHARKHAND, ORISSA, BIHAR, ASSAM, MEGHALAYA, TRIPURA
FAX NUMBER	

## 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
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	SURESHA C
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, 3 <sup>RD</sup> A CROSS, 18 <sup>TH</sup> MAIN, 6 <sup>TH</sup> BLOCK KORAMANGALA, BENGALURU –560095
FAX NUMBER	+91 80 41468700

Our Principal Nodal Officer 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.

## Contact details of Heads of various Business operations

Business	Name of Head of the Business	Mail ID
Branch Banking	Manish Kumar Raj	<a href="mailto:manish.raj@ujjivan.com">manish.raj@ujjivan.com</a>
MSE	Vasant Srivastava	<a href="mailto:vasant.srivastava@ujjivan.com">vasant.srivastava@ujjivan.com</a>
Housing	Abhay Kataria	<a href="mailto:abhay.kataria@ujjivan.com">abhay.kataria@ujjivan.com</a>
Personal Loan	Thomas Raja S	<a href="mailto:thomas.raja@ujjivan.com">thomas.raja@ujjivan.com</a>
Third Party Products & TASC	Santhosh Kumar G	<a href="mailto:g.santhoshkumar@ujjivan.com">g.santhoshkumar@ujjivan.com</a>
Vehicle Finance	Abhiroop Chatterjee	<a href="mailto:abhiroop.chatterjee@ujjivan.com">abhiroop.chatterjee@ujjivan.com</a>
Micro Banking & Rural Banking	Rajat Kumar Singh	<a href="mailto:rajat.singh@ujjivan.com">rajat.singh@ujjivan.com</a>

### Escalation to Banking 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 Banking Ombudsman at below mentioned contact details (appointed by Reserve Bank of India).

[Click Here view List of Banking Ombudsmen](#)