

## Grievance Redressal Regarding NEFT / RTGS

Customers may contact the following for any Enquiries or Grievance

Level of Escalation	Officials to be approached	Contact	E-mail ID
Generic Contact (NEFT/RTGS - CFC)	Customer Care	1800-208-2121	<a href="mailto:customercare@ujjivan.com">customercare@ujjivan.com</a>
Escalation Level 1	Malikarjun M	+91 80 40712166	<a href="mailto:ujjivan-neft@ujjivan.com">ujjivan-neft@ujjivan.com</a>
Escalation Level 2	Praveen Mokatkar M	+91 80 40715326	<a href="mailto:ujjivan-neft@ujjivan.com">ujjivan-neft@ujjivan.com</a>
Escalation Level 3	Martin Pampilly	+91 80 40712120	<a href="mailto:martin.pampilly@ujjivan.com">martin.pampilly@ujjivan.com</a>

**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.**