



Grievance Redressal Regarding Business Correspondents

Customer May Contact the following for any Enquiries or Grievances

Level of Escalation	Official to be approached	Name & Contact
Level 1	Phone Banking	18002082121
Level 2	Regional Nodal Officer (Service Quality)	033-30452121 Ext- 172 080-40712171 Ext- 172 020-26406153 Ext- 156 011-30432124 Ext- 120 rno.east@ujjivan.com rno.west@ujjivan.com rno.north@ujjivan.com rno.south@ujjivan.com
Level 3	PNO (National Manager- Service Quality)	+91 80 40712121 EXT – 230 pno@ujjivan.com

All issues escalated would be addressed within 7 days of raising the complaints