



Important Information Related to Digital Lending

Ujjivan Small Finance Bank has tied up with multiple entities referred to hereafter as Lending Service Provider to extend digital MSME loans to customers. The list of LSPs engaged in loan sourcing is provided below:

- Frame Technology Marketing Services Private Limited
- FINAGG Technologies Private Limited
- Equentia SCF Technologies Private Limited
- Vay Network Services Private Limited

Grievance Redressal Mechanism

For any queries, request or grievances redressal customers can reach out using the below matrix-

LEVEL 1: PHONE BANKING NUMBER / CUSTOMER CARE CENTRE

Please contact our Phone Banking Officer at toll free number **1800 208 2121** or send email to customercare@ujjivan.com.

LEVEL 2: REGIONAL NODAL OFFICER

If you are not satisfied with the response received from the 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	GOWTHAM M
E-MAIL ID	rno.south@ujjivan.com
TELEPHONE NUMBER	+91 80 4071 2121 EXT – 874
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED – REGIONAL OFFICE 8TH FLOOR, BMTc BUILDING, NO.36, 80 FEET ROAD, KORAMANGALA - 6TH BLOCK, BENGALURU, KARNATAKA – 560095
AREAS OF OPERATIONS	KARNATAKA, TAMIL NADU, KERALA, TELANGANA, ANDHRA PRADESH, GOA AND PUDUCHERRY
FAX NUMBER	+91 80 41468700

NORTH REGION

FUNCTIONARY	REGIONAL NODAL OFFICER (NORTH)
NAME OF THE REGIONAL NODAL OFFICER	PARVESH KUMAR

E-MAIL ID	rno.north@ujjivan.com
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 AND HIMACHAL PRADESH
FAX NUMBER	-

EAST REGION

FUNCTIONARY	REGIONAL NODAL OFFICER (EAST)
NAME OF THE REGIONAL NODAL OFFICER	SUDHANSU SEKHAR PATNAIK
E-MAIL ID	rno.east@ujjivan.com
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 AND TRIPURA
FAX NUMBER	-

WEST REGION

FUNCTIONARY	REGIONAL NODAL OFFICER (WEST)
NAME OF THE REGIONAL NODAL OFFICER	PRERNA BHOSALE
E-MAIL ID	rno.west@ujjivan.com
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 AND 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 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	prno@ujjivan.com
TELEPHONE NUMBER	080 – 4071 2121 EXT – 760
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED 8TH FLOOR, BMTc BUILDING, NO.36, 80 FEET ROAD, KORAMANGALA - 6TH BLOCK, BENGALURU, KARNATAKA – 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> or send complaint in physical mode to the 'Centralized Receipt and Processing Centre' set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017 or call the RBI contact center at "14448".