



## **Notice – Grievance Redressal Mechanism Business Correspondents**

Dear Customer,

If you have any grievance / complaint regarding Business Correspondent, please contact the Customer Care Representative at your nearest branch office. You may Use Complaint Box or Complaint Book available at Branch for submitting your complaints.

Please use the following escalation matrix if your grievance remains 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	GOWTHAM M
E-MAIL ID	<a href="mailto:rno.south@ujjivan.com">rno.south@ujjivan.com</a>
TELEPHONE NUMBER	080-69242128
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED REGIONAL OFFICE 9 <sup>TH</sup> FLOOR BMTc BUILDING, NO.36, 80 FEET ROAD KORAMANGALA – 6 <sup>TH</sup> 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	<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 AND HIMACHAL PRADESH
FAX NUMBER	-



#### EAST REGION

FUNCTIONARY	REGIONAL NODAL OFFICER (EAST)
NAME OF THE REGIONAL NODAL OFFICER	SUDHANSU SEKHAR PATTNAIK
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 AND 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 AND GUJARAT
FAX NUMBER	-

#### PRINCIPAL NODAL OFFICER

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> or sent in physical mode to the 'Centralized Receipt and Processing Centre' set up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017.

Additionally, a Contact Centre with a toll-free number – 14448 (9:30 am to 5:15 pm) is also being operationalized in Hindi, English and in eight regional languages to begin with and will be expanded to cover other Indian languages in due course."

**ESCALATION TO OFFICE OF OMBUDSMAN ON COMPLAINTS RELATED TO ATAL PENSION YOJANA.**

The Pension Fund Regulatory and Development Authority ('PFRDA' or 'Authority') has appointed an Ombudsman to receive, consider, and facilitate the resolution of complaints or grievances under the ambit of PFRDA (Redressal of Subscriber Grievance) Regulations, 2015 and amendments thereto hereinafter referred to as 'Grievance Redressal Regulations' (hosted on the website of Authority i.e. [www.pfrda.org.in](http://www.pfrda.org.in) ).

In terms of the aforesaid Grievance Redressal Regulations, an appeal to the Ombudsman may be filed by the complainant under the following circumstances:

- (a) Whose grievance has not been resolved within twenty-one days from the escalation of the grievance with the NPS Trust; or
- (b) Where a complaint has been made directly against the NPS Trust and is unresolved within twenty-one days; or
- (c) In relation to a complaint against any other pension scheme regulated by the Authority, whose grievance remains unresolved for a period of thirty days from the filing of his/her complaint against such pension scheme;

The Name, address, and contact details of the Ombudsman are as follows:

**The Office of Ombudsman**

Pension Fund Regulatory and Development Authority  
Tower E, 5<sup>th</sup> Floor, E-500, World Trade Center  
Nauroji Nagar, New Delhi – 110029  
Phone No.: 011-4071 7900  
Email Id: [ombudsman@pfrda.org.in](mailto:ombudsman@pfrda.org.in)



### Details of Business Correspondents

BC Name	Agent Name	Address	District	State	Pin code	Contact No
Chhinarmore	Soumen KumarDas	Vill+ PostChinnamore PS: Singur,	Hooghly	West Bengal	712223	9143277232
Basudevpur	Soumen Khamrui	Basudevpur Baligori, Tarakeshwar	Hooghly	West Bengal	712410	9735872260
Patna Bhairavpur	Manik Ganguly	Halusai More	Hooghly	West Bengal	712149	8906491001
Ichapur(Moh inimore)	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
Birampur	Raju SamantaRaju 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

### Details of Corporate Business Correspondence

Sl No	Business Correspondent	State of Operations	Contact No.
1	Sub-k Impact Solutions	Uttar Pradesh	750403349