



**NOTICE**

**Grievances Redressal Mechanism- Business Correspondents**

Dear Customer,

If you have any grievance or complaint regarding Business Correspondent, 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 **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 9TH 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



# UJJIVAN SMALL FINANCE BANK

Build a Better Life

## 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	0120 - 6262120
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED BLOCK- D, PLOT NO -7, VYAPAR MARG, GMTT BUILDING 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

## 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	033 - 4045 2171
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

## WEST REGION

FUNCTIONARY	REGIONAL NODAL OFFICER (WEST)
NAME OF THE REGIONAL NODAL OFFICER	PRERNA BHOSALE
E-MAIL ID	rno.west@ujjivan.com
TELEPHONE NUMBER	020 - 4141 2130
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

## 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	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

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.



# UJJIVAN SMALL FINANCE BANK

Build a Better Life

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.”

## Details of Business Correspondents

BC Name	Agent Name	Address	DISTRICT	STATE	Pin code	Contact
Chhinarmore	Soumen Kumar Das	Vill+ Post- Chinnamore PS: Singur,	Hooghly	West Bengal	712223	9143277232
Patna Bhairavpur	Manik Ganguly	Vill: Mahannad (Dakshinpara) P.O: Mahanad P S: Polba,	Hooghly	West Bengal	712149	8906491001
Birampur	Raju Samanta	Samanta. Vill: Panitras PO = Panitras VTC Bagnan - I PO – Bagnan Sub District – Bagnan I State = West Bengal	Howrah	West Bengal	711303	8145954143
ChakPatmura	Sikha Chandra	Vill: Nimabalia Post: Garbalia	Howrah	West Bengal	711410	9153631831

## Details of Corporate Business Correspondents

S.NO	BUSINESS CORRESPONDENT	STATE OF OPERATIONS	CONTACT
1	Sub-k Impact Solutions Pvt. Ltd.	Uttar Pradesh	7504033496
2	Seeds Fincap Pvt. Ltd.	Rajasthan	7869955268
3	ASA International India Microfinance Limited	West Bengal	8910409973
4	Atyati Technologies Private Limited	Bihar, Gujarat, Haryana, Karnataka, Madhya Pradesh, Maharashtra, Delhi, Odisha, Punjab, Rajasthan, Tamil Nadu, Tripura, Uttar Pradesh, Uttarakhand and West Bengal	<a href="mailto:venkatakrishna.badisa@atyati.com">venkatakrishna.badisa@atyati.com</a> 9916811322
5	Centre For Development Orientation and Training	Bihar, Jharkhand and Uttar Pradesh	<a href="mailto:adityakalyan@cdotbihar.org">adityakalyan@cdotbihar.org</a> 7203845512
6	Integra Micro Systems Private Limited	Bihar, Gujarat, Maharashtra, Puducherry, Tamil Nadu and West Bengal	<a href="mailto:karthikeyang@integramicro.com">karthikeyang@integramicro.com</a> 9632100388