

NOTICE

Grievances Redressal Mechanism

Dear Customer,

If you have any grievance or complaint, 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 **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 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	SYAM THOMAS
E-MAIL ID	rno.south@ujjivan.com
TELEPHONE NUMBER	+91 80 4071 2121 EXT – 874
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED GRAPE GARDEN, NO.27, 3 RD A CROSS, 18 TH MAIN, 6 TH BLOCK KORAMANGALA, BENGALURU – 560 095
AREAS OF OPERATIONS	KARNATAKA, TAMIL NADU, KERALA, GOA AND PONDICHERRY
FAX NUMBER	+91 80 41468700

NORTH REGION

FUNCTIONARY	REGIONAL NODAL OFFICER (NORTH)
NAME OF THE REGIONAL NODAL OFFICER	YASHOVARDHAN ROY
E-MAIL ID	rno.north@ujjivan.com
TELEPHONE NUMBER	+91 0120 62621117 EXT – 120
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED PLOT NO 7 1 ST & 2 ND FLOOR, BLOCK D, SECTOR 3 NOIDA, UTTARPRADESH – 201 301
AREAS OF OPERATIONS	DELHI, UTTAR PRADESH, CHANDIGARH, RAJASTHAN, UTTARAKHAND, PUNJAB, HARYANA, MADHYA PRADESH, CHHATTISGARH, HIMACHAL PRADESH
FAX NUMBER	

EAST REGION

FUNCTIONARY	REGIONAL NODAL OFFICER (EAST)
NAME OF THE REGIONAL NODAL OFFICER	MANJU NANDY
E-MAIL ID	rno.east@ujjivan.com
TELEPHONE NUMBER	+91 33 3045 2121 Ext: 172
MAILING ADDRESS	UJJIVAN FINANCIAL SERVICES LTD 4TH FLOOR, RISHI TECH PARK, PREMISES NO.02-0360, PLOT NO.DH-6/2, ACTION AREA 1D, NEW TOWN, KOLKATA – 700160
AREAS OF OPERATIONS	WEST BENGAL, JHARKHAND, ORISSA, BIHAR, ASSAM, MEGHALAYA, TRIPURA
FAX NUMBER	+91 33 3045 2120

WEST REGION

FUNCTIONARY	REGIONAL NODAL OFFICER (WEST)
NAME OF THE REGIONAL NODAL OFFICER	PRERNA PADWAL
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, BEHIND RELIANCE SMART, HADAPSAR MUNDHWA BYPASS, VILLAGE KHARADI, PUNE- 411014.
AREAS OF OPERATIONS	MAHARASHTRA, 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 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	SURESHA C
E-MAIL ID	pno@ujjivan.com
TELEPHONE NUMBER	080 – 4071 2121 EXT – 230
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED GRAPE GARDEN, NO.27, 3 RD A CROSS, 18 TH MAIN, 6 TH BLOCK KORAMANGALA, BENGALURU – 560 095
FAX NUMBER	+91 80 41468700

Our Principal Nodal Officer 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.

Escalation to Banking 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 Banking Ombudsman at below mentioned contact details (appointed by Reserve Bank of India).

List of Banking Ombudsmen (*Hyperlink to attached document named 'List of Banking Ombudsmen'*)