



Grievance Redressal Mechanism for NPS/APY

Dear Customer,

If you have any grievance/complaint regarding National Pension Scheme/Atal Pension Yojana services, please contact the Customer Care Representative at your nearest branch office. You may use Compliant Box or Complaint Book available at the branch for submitting your complaints.

Please use the following escalation matrix if your grievance remains unsolved.

LEVEL1: 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 mail 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	GOWTHAM M
E-MAIL ID	rno.south@ujjivan.com
TELEPHONE NUMBER	080-69242128
MAILING ADDRESS	UJJIVAN SMALL FINANCE BANK LIMITED REGIONAL OFFICE 9 TH FLOOR BMTC BUILDING, NO.36, 80 FEET ROAD KORAMANGALA – 6 TH BLOCK, BENGALURU, KARNATAKA - 560095
AREAS OF OPERATIONS	KARNATAKA, TAMIL NADU, KERALA, TELANGANA, ANDHRA PRADESH, GOA AND PUDUCHERRY
FAX NUMBER	+91 80 41468700



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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 – 700156
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	-

Details of Principal Nodal Officer are as per follows-

NAME OF THE PRINCIPAL NODAL OFFICER	PRASAD TELAKKADAN
E-MAIL ID	pno@ujjivan.com
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

If you are still not satisfied with the resolution provided, you may approach Ombudsman for Resolution of Grievances under National Pension System (“NPS”) & Atal Pension Yojana (“APY”). The details are as under-

The Office of Ombudsman
Pension Fund Regulatory and Development Authority,
Tower E, 5th Floor, E-500, World Trade Center
Nauroji Nagar, New Delhi – 110029
Phone No.: 011-4071 7900
Email Id: ombudsman@pfrda.org