



AU SMALL FINANCE BANK LIMITED

GRIEVANCE REDRESSAL MECHANISM

While we always strive to provide the best of customer service, there may be occasions, when our customers' requirement might not be fully met. Such incidents may please be brought to the notice of the Branch Manager. Details of the Branch Manager are available at respective Branches.

In case of non-resolution of grievances within 7 days to customer's satisfaction, they may escalate their grievance to the Regional Nodal Officer(s) and thereafter to the Principal Nodal Officer after expiry of further 7 days.

Details of Regional Nodal Officer are as follows:

| Name | Region | Address, Contact Number & Email ID |
|---------------------|---|---|
| Prashant Kasliwal | Rajasthan | AU SMALL FINANCE BANK LIMITED Plot No. C-6, Harikishan Somani Marg, Ajmer Road, Jaipur, Rajasthan, PIN - 302001 +91 73400 12367 rno.jaipur@aubank.in |
| Sameer Bhatia | Madhya Pradesh | AU SMALL FINANCE BANK LIMITED Alankar Complex, Plot no 10, MP Nagar, Zone 2, Bhopal, Madya Pradesh, PIN - 462011 +91 6269714974 rno.bhopal@aubank.in |
| Manish Ghosal | Chhattisgarh | AU SMALL FINANCE BANK LIMITED Plot No. 22, Sheet No. 9, Near Daga Petrol Pump, Fafadik Chowk, Raipur, Chattisgarh, PIN - 492001 +91 81081 19708 rno.raipur@aubank.in |
| Rasmiranjan Sarangi | Maharashtra and Goa | AU SMALL FINANCE BANK LIMITED Corporate House, G Block, 2nd Floor, Kanakia Zillion, Junction of LBS & CST Marg, BKC Annex, Kurla (West), Mumbai, PIN - 400070 +91 8422879342 rno.mumbai@aubank.in |
| Inderdeep Kaur | Delhi, Haryana (Except Panchkula, Yamuna Nagar and Ambala Districts) and Ghaziabad and Gautam Budh Nagar districts of Uttar Pradesh | AU SMALL FINANCE BANK LIMITED F-4, Ground Floor, East of Kailash, New Delhi, PIN - 110024 +91 81300 96629 rno.delhi@aubank.in |



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| Gagan Deep Avasthi | Himachal Pradesh, Punjab, Union Territory of Chandigarh and Panchkula, Yamuna Nagar and Ambala Districts of Haryana. | AU SMALL FINANCE BANK LIMITED SCO 45 – 46, Sector 8 C, Chandigarh, PIN - 160018 +91 82880 10159 rno.chandigarh@aubank.in |
| Rajesh Sachdev | Gujarat | AU SMALL FINANCE BANK LIMITED Ground floor, Shital Varsha Complex, Shivrangani, Cross Road, Satellite, Ahmedabad, PIN - 380009 +91 99251 06132 rno.ahmedabad@aubank.in |

| Name | Region | Address, Contact Number & Email ID |
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| Manish Ghosal | Karnataka | AU SMALL FINANCE BANK LIMITED Ground Floor, N-9, 24th Main, J.P. Nagar 1st Phase, Bangalore- 560078 +91 81081 19708 rno.bangalore@aubank.in |
| Gagan Deep Avasthi | Union Territories of Jammu & Kashmir and Ladakh | AU SMALL FINANCE BANK LIMITED Sh. Hardev Singh, Khasra No. 8, Shivaji Chowk, Sector 14, Ground Floor, Near Zorawar Singh Chowk, Nanak Nagar, Bahu Plaza, Jammu - 180004 +91 82880 10159 rno.jammu@aubank.in |
| Amrish Singh | Uttar Pradesh (excluding Districts of Ghaziabad, Gautam Buddha Nagar, Saharanpur, Shamli, Muzaffarnagar, Baghpat, Meerut, Bijnor and Amroha) | AU SMALL FINANCE BANK LIMITED 14/113, Padam Tower-1, Civil Lines, Kanpur, UP-208001 +91 9116658179 rno.kanpur@aubank.in |
| Pankaj Agarwal | West Bengal | AU SMALL FINANCE BANK LIMITED 56A, Hemanta Basu Sarani, Stephen House, BBD Bag, KOLKATA-700001 +91 8905111320 rno.Kolkata@aubank.in |



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| Manish Ghosal | Telangana | AU SMALL FINANCE BANK LIMITED Ground Floor, Plot No. B. No. 160/2/GF, Sardar Patel Road, Opposite to Asoka Bhoopal Chamber, Secunderabad - 500003 +91 81081 19708 rno.hyderabad@aubank.in |
| Manish Ghosal | Odisha | AU SMALL FINANCE BANK LIMITED Plot No - 123, 124, Cuttack Puri Road, Laxmisagar - 1, Unit No-30, Khurda, Bhubaneswar – 751006 +91 81081 19708 rno.bhubaneshwar@aubank.in |
| Sudhakar Pandi | Tamil Nadu | AU Small Finance Bank, Shop No 5, Gee Gee Emerald Building, 151, Village Road, Valluvar Kottam High Road, Nungambakkam, Chennai 600 034 +91 8306994023 rno.chennai@aubank.in |

Details of Principal Nodal Officer are as follows:

Principal Nodal Officer Name:

Mr. Pramod Khetawat

AU SMALL FINANCE BANK LIMITED

Bank House, 6th Floor, Mile 0, Ajmer Road,

Jaipur, Rajasthan, PIN - 302001

Contact Number:

0141-6660645

Email ID:

pno@aubank.in

If you are still not satisfied with the resolution provided, you may approach the Banking Ombudsman in whose territorial jurisdiction the matter falls:

<https://rbi.org.in/Scripts/AboutUsDisplay.aspx?pg=BankingOmbudsmen.htm>