

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
Manish Ghosal	Madhya Pradesh	AU SMALL FINANCE BANK LIMITED 6th Floor, Dhan Trident Block No. B-3, PU-4, Building, Near Vijay Nagar, AB Road, Indore - 452010 +91 8108119708 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, 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
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, Shivranjani, Cross Road, Satellite, Ahmedabad, PIN - 380009 +91 8980005456 rno.ahmedabad@aubank.in

Name	Region	Address, Contact Number & Email ID
Sudhakar Pandi	Karnataka	AU SMALL FINANCE BANK LIMITED Ground Floor, N-9, 24th Main, J.P. Nagar 1st Phase, Bangalore- 560078 +91 8306994023 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
Vikash Kumar	Uttar Pradesh (excluding Districts of Ghaziabad, Gautam Buddha Nagar, Saharanpur, Shamli, Muzaffarnagar, Baghpat, Meerut, Bijnor and Amroha) and Dehradun	AU SMALL FINANCE BANK LIMITED SCO No. 240, Sector 12, Part 1, Urban Estate, Karnal, Haryana 132001 +91 81302 22154 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
Sudhakar Pandi	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 8306994023 rno.hyderabad@aubank.in
Pankaj Agarwal	Odisha	AU SMALL FINANCE BANK LIMITED Plot No - 123, 124, Cuttack Puri Road, Laxmisagar - 1, Unit No-30, Khurda, Bhubaneswar – 751006 +91 8905111320 rno.bhubaneshwar@aubank.in
Sudhakar Pandi	Tamil Nadu	AU SMALL FINANCE BANK LIMITED Shop No 5, Gee Gee Emerald Building, 151, Village Road, Valluvar Kottam High Road, Nungambakkam, Chennai 600 034 +91 8306994023 rno.chennai@aubank.in
Pankaj Agarwal	Bihar	AU SMALL FINANCE BANK LIMITED Ground Floor, Chandi House, Exhibition Road, Patna- 800001, Bihar, India +91 8905111320 rno.patna@aubank.in

Name	Region	Address, Contact Number & Email ID
Pankaj Agarwal	Jharkhand	AU SMALL FINANCE BANK LIMITED 101-102 1st floor H-Square, opp. Westside, Lalpur, Ranchi-834001, Jharkhand, India +91 8905111320 rno.ranchi@aubank.in
Vikash Kumar	Haryana	AU SMALL FINANCE BANK LIMITED SCO No. 240, Sector 12, Part 1, Urban Estate, Karnal, Haryana 132001 +91 81302 22154 rno.haryana@aubank.in
Pankaj Agarwal	Assam	AU SMALL FINANCE BANK LIMITED Ground Floor, NBS Tower, G S RD, Near Datamation, Bora Service, Guwahati, Assam 781007, India +91 8905111320 rno.guwahati@aubank.in
Sudhakar Pandi	South	AU SMALL FINANCE BANK LIMITED Kandomkulathy Tower, MG Road, Kochi, Kerala- 682011 +91 8306994023 rno.kerala@aubank.in

Details of Principal Nodal Officer are as follows:

Principal Nodal Officer Name: Mr. Deepak Babber
 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 to Banking Ombudsman, Reserve Bank of India to lodge a complaint at Complaint Management System Portal:

<https://cms.rbi.org.in>

Or,

Handwritten complaints can be addressed to,
 Centralised Receipt and Processing Centre,
 Reserve Bank of India, 4th Floor, Sector 17, Chandigarh -160017

For complaint related queries,
 Call toll free number - 14448