

## **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                                                                                                                                                                                                                   |
|---------------------|----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ashish Kachhara     | Rajasthan                                                                                                            | AU SMALL FINANCE BANK LIMITED<br>Plot No. C-6, Harikishan Somani Marg, Ajmer Road, Jaipur, Rajasthan, PIN - 302001<br>+91 9773338508<br><a href="mailto:rno.jaipur@aubank.in">rno.jaipur@aubank.in</a>                                               |
| Rahul Gupta         | Madhya Pradesh                                                                                                       | AU SMALL FINANCE BANK LIMITED<br>6th Floor, Benchmark Business Park, Block No. A3, Bombay Hospital Road, Indore - 452010<br>+91 91166 37034<br><a href="mailto:rno.bhopal@aubank.in">rno.bhopal@aubank.in</a>                                        |
| Geetesh Dewangan    | Chhattisgarh                                                                                                         | AU SMALL FINANCE BANK LIMITED<br>Plot No. 22, Sheet No. 9, Near Daga Petrol Pump, Fafadik Chowk, Raipur, Chattisgarh, PIN - 492001<br>+91 73899 01829<br><a href="mailto:rno.raipur@aubank.in">rno.raipur@aubank.in</a>                              |
| Rasmiranjan Sarangi | Maharashtra and Goa                                                                                                  | AU SMALL FINANCE BANK LIMITED<br>Corporate House, G Block, 2nd Floor, Kanakia Zillion, Junction of LBS & CST Marg, BKC Annex, Kurla (West), Mumbai, PIN - 400070<br>+91 8422879342<br><a href="mailto:rno.mumbai@aubank.in">rno.mumbai@aubank.in</a> |
| Bharat Singh        | Delhi, Ghaziabad and Gautam Budh Nagar districts of Uttar Pradesh                                                    | AU SMALL FINANCE BANK LIMITED<br>1st Floor Plot no. 24, Ring Road, Lajpat Nagar – IV, New Delhi - 110024<br>+91 99583 36668<br><a href="mailto:rno.delhi@aubank.in">rno.delhi@aubank.in</a>                                                          |
| Bharat Singh        | Himachal Pradesh, Punjab, Union Territory of Chandigarh and Panchkula, Yamuna Nagar and Ambala Districts of Haryana. | AU SMALL FINANCE BANK LIMITED<br>1st Floor Plot no. 24, Ring Road, Lajpat Nagar – IV, New Delhi - 110024<br>+91 99583 36668<br><a href="mailto:rno.chandigarh@aubank.in">rno.chandigarh@aubank.in</a>                                                |
| Munir Jasdanwala    | Gujarat                                                                                                              | AU SMALL FINANCE BANK LIMITED<br>Ground floor, Sheetal Varsha Complex, Shivrangani, Cross Road, Satellite, Ahmedabad, PIN - 380015<br>+91 8980027630<br><a href="mailto:rno.ahmedabad@aubank.in">rno.ahmedabad@aubank.in</a>                         |

| Name               | Region                                                                                                                                                    | Address, Contact Number & Email ID                                                                                                                                                                                                                                     |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sanath Kumar P. S. | Karnataka                                                                                                                                                 | AU Small Finance Bank Ltd<br>First Floor, No. 572, 20th Main, 1st Cross Road,<br>8th Block Koramangala, Bengaluru, Karnataka - 560095<br>+91 9844364807<br><a href="mailto:rno.bangalore@aubank.in">rno.bangalore@aubank.in</a>                                        |
| Mr. Jithinraj S S  | Kerala                                                                                                                                                    | AU Small Finance Bank Ltd<br>CHOWALLUR TOWER, CIVIL LANE, OPP. MAR<br>AUGIN THOOVANA CHURCH, WESTSIDE,<br>THRISSUR, KERALA-680004<br>+91 9008407271<br><a href="mailto:rno.kerala@aubank.in">rno.kerala@aubank.in</a>                                                  |
| Naveen Aggarwal    | Union Territories of Jammu & Kashmir and Ladakh                                                                                                           | AU SMALL FINANCE BANK LIMITED<br>Sh. Hardev Singh, Khasra No. 8, Shivaji Chowk,<br>Sector 14, Ground Floor, Near Zorawar Singh<br>Chowk, Nanak Nagar, Bahu Plaza,<br>Jammu - 180004<br>+91 97733 80617<br><a href="mailto:rno.jammu@aubank.in">rno.jammu@aubank.in</a> |
| Amrish Kumar Singh | Uttar Pradesh (excluding Districts of Ghaziabad, Gautam Buddha Nagar, Saharanpur, Shamli, Muzaffarnagar, Baghpat, Meerut, Bijnor and Amroha) and Dehradun | AU SMALL FINANCE BANK LIMITED<br>No CP6, Vikrant Khand 3, Gomti<br>Nagar Lucknow, Uttar Pradesh - 226010<br>+91 91166 58179<br><a href="mailto:rno.kanpur@aubank.in">rno.kanpur@aubank.in</a>                                                                          |
| Pankaj Agarwal     | West Bengal                                                                                                                                               | AU SMALL FINANCE BANK LIMITED<br>56A, Hemanta Basu Sarani, Stephen House,<br>BBD Bag, KOLKATA-700001<br>+91 8905111320<br><a href="mailto:rno.Kolkata@aubank.in">rno.Kolkata@aubank.in</a>                                                                             |
| Jaya Ram Reddy     | Telangana & Andhra Pradesh                                                                                                                                | AU Small Finance Bank Ltd<br>3-5-908/1,2,3 , Ground Floor, Himayat Nagar<br>Hyderabad , Telangana -500029<br>+91 9840418856<br><a href="mailto:rno.hyderabad@aubank.in">rno.hyderabad@aubank.in</a>                                                                    |
| Pankaj Agarwal     | Odisha                                                                                                                                                    | AU SMALL FINANCE BANK LIMITED<br>Plot No - 123, 124, Cuttack Puri Road,<br>Laxmisagar - 1, Unit No-30, Khurda,<br>Bhubaneswar – 751006<br>+91 8905111320<br><a href="mailto:rno.bhubaneswar@aubank.in">rno.bhubaneswar@aubank.in</a>                                   |
| S Chandru          | Tamil Nadu                                                                                                                                                | AU SMALL FINANCE BANK LIMITED<br>NO. 137, Anna Salai, Mount Road,<br>Chennai - 600002<br>+91 9773351909<br><a href="mailto:rno.chennai@aubank.in">rno.chennai@aubank.in</a>                                                                                            |

| Name           | Region    | Address, Contact Number & Email ID                                                                                                                                                                                           |
|----------------|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pankaj Agarwal | Bihar     | AU SMALL FINANCE BANK LIMITED<br>Ground Floor, Chandi House, Exhibition Road,<br>Patna- 800001, Bihar, India<br>+91 8905111320<br><a href="mailto:rno.patna@aubank.in">rno.patna@aubank.in</a>                               |
| Pankaj Agarwal | Jharkhand | AU SMALL FINANCE BANK LIMITED<br>101-102 1st floor H-Square, opp. Westside,<br>Lalpur, Ranchi-834001, Jharkhand, India<br>+91 8905111320<br><a href="mailto:rno.ranchi@aubank.in">rno.ranchi@aubank.in</a>                   |
| Pankaj Agarwal | Assam     | AU SMALL FINANCE BANK LIMITED<br>Ground Floor, NBS Tower, G S RD, Near<br>Datamation, Bora Service, Guwahati, Assam<br>781007, India<br>+91 8905111320<br><a href="mailto:rno.guwahati@aubank.in">rno.guwahati@aubank.in</a> |
| Bharat Singh   | Haryana   | AU SMALL FINANCE BANK LIMITED<br>1st Floor Plot no. 24, Ring Road,<br>Lajpat Nagar – IV, New Delhi - 110024<br>+91 99583 36668<br><a href="mailto:rno.haryana@aubank.in">rno.haryana@aubank.in</a>                           |

**Details of Principal Nodal Officer are as follows:**

Principal Nodal Officer Name:

Mr. Pankaj Gupta  
AU SMALL FINANCE BANK LIMITED  
CP3–235, Industrial Area, Apparel Park,  
Mahal Road, Jagatpura,  
Jaipur, Rajasthan, PIN - 302022

Contact Number:

0141-6660645

Email ID:

[pno@aubank.in](mailto: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