

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 Plot No. C-6, Harikishan Somani Marg, Ajmer Road, Jaipur, Rajasthan, PIN - 302001 +91 9773338508 rno.jaipur@aubank.in
Rahul Gupta	Madhya Pradesh	AU SMALL FINANCE BANK LIMITED 6th Floor, Benchmark Business Park, Block No. A3, Bombay Hospital Road, Indore - 452010 +91 91166 37034 rno.bhopal@aubank.in
Geetesh Dewangan	Chhattisgarh	AU SMALL FINANCE BANK LIMITED Plot No. 22, Sheet No. 9, Near Daga Petrol Pump, Fafadik Chowk, Raipur, Chattisgarh, PIN - 492001 +91 73899 01829 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
Bharat Singh	Delhi, Ghaziabad and Gautam Budh Nagar districts of Uttar Pradesh	AU SMALL FINANCE BANK LIMITED 1st Floor Plot no. 24, Ring Road, Lajpat Nagar – IV, New Delhi - 110024 +91 99583 36668 rno.delhi@aubank.in
Bharat Singh	Himachal Pradesh, Punjab, Union Territory of Chandigarh and Panchkula, Yamuna Nagar and Ambala Districts of Haryana.	AU SMALL FINANCE BANK LIMITED 1st Floor Plot no. 24, Ring Road, Lajpat Nagar – IV, New Delhi - 110024 +91 99583 36668 rno.chandigarh@aubank.in
Munir Jasdanwala	Gujarat	AU SMALL FINANCE BANK LIMITED Ground floor, Sheetal Varsha Complex, Shivranjani, Cross Road, Satellite, Ahmedabad, PIN - 380015 +91 8980027630 rno.ahmedabad@aubank.in

Name	Region	Address, Contact Number & Email ID
Sanath Kumar P. S.	Karnataka	AU Small Finance Bank Ltd First Floor, No. 572, 20th Main, 1st Cross Road, 8th Block Koramangala, Bengaluru, Karnataka - 560095 +91 9844364807 rno.bangalore@aubank.in
Mr. Jithinraj S S	Kerala	AU Small Finance Bank Ltd CHOWALLUR TOWER, CIVIL LANE, OPP. MAR AUGIN THOOVANA CHURCH, WESTSIDE, THRISSUR, KERALA-680004 +91 9008407271 rno.kerala@aubank.in
Bharat Singh	Union Territories of Jammu & Kashmir and Ladakh	AU SMALL FINANCE BANK LIMITED 1st Floor Plot no. 24, Ring Road, Lajpat Nagar – IV, New Delhi - 110024 +91 9958336668 rno.jammu@aubank.in
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 No CP6, Vikrant Khand 3, Gomti Nagar Lucknow, Uttar Pradesh - 226010 +91 91166 58179 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
Jaya Ram Reddy	Telangana & Andhra Pradesh	AU Small Finance Bank Ltd 3-5-908/1,2,3 , Ground Floor, Himayat Nagar Hyderabad , Telangana -500029 +91 9840418856 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
S Chandru	Tamil Nadu	AU SMALL FINANCE BANK LIMITED NO. 137, Anna Salai, Mount Road, Chennai - 600002 +91 9773351909 rno.chennai@aubank.in
Name	Region	Address, Contact Number & Email ID

Pankaj Agarwal	Bihar	AU SMALL FINANCE BANK LIMITED Ground Floor, Chandi House, Exhibition Road, Patna- 800001, Bihar, India +91 8905111320 rno.patna@aubank.in
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
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
Bharat Singh	Haryana	AU SMALL FINANCE BANK LIMITED 1st Floor Plot no. 24, Ring Road, Lajpat Nagar – IV, New Delhi - 110024 +91 99583 36668 rno.haryana@aubank.in

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

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