

## **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:

<b>Name</b>	<b>Region</b>	<b>Address, Contact Number &amp; Email ID</b>
Prashant Kasliwal	Rajasthan	AU SMALL FINANCE BANK LIMITED Plot No. C-6, Harikishan Somani Marg, Ajmer Road, Jaipur, Rajasthan, PIN - 302001 +91 73400 12367 <a href="mailto:rno.jaipur@aubank.in">rno.jaipur@aubank.in</a>
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 <a href="mailto:rno.bhopal@aubank.in">rno.bhopal@aubank.in</a>
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 <a href="mailto:rno.raipur@aubank.in">rno.raipur@aubank.in</a>
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 <a href="mailto:rno.mumbai@aubank.in">rno.mumbai@aubank.in</a>
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 <a href="mailto:rno.delhi@aubank.in">rno.delhi@aubank.in</a>
Naveen Aggarwal	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 97733 80617 <a href="mailto:rno.chandigarh@aubank.in">rno.chandigarh@aubank.in</a>
Deep Patel	Gujarat	AU SMALL FINANCE BANK LIMITED Ground floor, Shital Varsha Complex, Shivranjani, Cross Road, Satellite, Ahmedabad, PIN - 380009 +91 8980018728 <a href="mailto:rno.ahmedabad@aubank.in">rno.ahmedabad@aubank.in</a>

Name	Region	Address, Contact Number & Email ID
Vidyanand Junjarwad	Karnataka	AU Small Finance Bank Ltd Ground & First Floor, Smart Avenue No. 28 Residency Road, Bangalaoe-560025 +91 8306994023 <a href="mailto:rno.bangalore@aubank.in">rno.bangalore@aubank.in</a>
Naveen Aggarwal	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 97733 80617 <a href="mailto:rno.jammu@aubank.in">rno.jammu@aubank.in</a>
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 <a href="mailto:rno.kanpur@aubank.in">rno.kanpur@aubank.in</a>
Pankaj Agarwal	West Bengal	AU SMALL FINANCE BANK LIMITED 56A, Hemanta Basu Sarani, Stephen House, BBD Bag, KOLKATA-700001 +91 8905111320 <a href="mailto:rno.Kolkata@aubank.in">rno.Kolkata@aubank.in</a>
Mudoju Shraavan Kumar	Telangana & Andhra Pradesh	AU SMALL FINANCE BANK LIMITED 3-5-908/1,2,3, Ground Floor, Himayat Nager, Hyderabad – 500029 +91 9257021014 <a href="mailto:rno.hyderabad@aubank.in">rno.hyderabad@aubank.in</a>
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 <a href="mailto:rno.bhubaneshwar@aubank.in">rno.bhubaneshwar@aubank.in</a>
S Chandru	Tamil Nadu & Kerala	AU SMALL FINANCE BANK LIMITED NO. 137, Anna Salai, Mount Road, Chennai - 600002 +91 9773351909 <a href="mailto:rno.chennai@aubank.in">rno.chennai@aubank.in</a>
Pankaj Agarwal	Bihar	AU SMALL FINANCE BANK LIMITED Ground Floor, Chandi House, Exhibition Road, Patna- 800001, Bihar, India +91 8905111320 <a href="mailto:rno.patna@aubank.in">rno.patna@aubank.in</a>

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 <a href="mailto:rno.ranchi@aubank.in">rno.ranchi@aubank.in</a>
Vikash Kumar	Haryana	AU SMALL FINANCE BANK LIMITED SCO No. 240, Sector 12, Part 1, Urban Estate, Karnal, Haryana 132001 +91 81302 22154 <a href="mailto:rno.haryana@aubank.in">rno.haryana@aubank.in</a>
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 <a href="mailto:rno.guwahati@aubank.in">rno.guwahati@aubank.in</a>

**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](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