

GRIEVANCE REDRESSAL ESCALATION MATRIX

Please contact the customer care representative at your nearest branch office.

Level 1: Centralised Customer Care team/ Regional Nodal Officer

(1) Centralized Customer Care Representative - Mr. Prashant Kumar Mishra

Address: Unity Small Finance Bank Ltd., Rupa Renaissance, 13th Floor, 1302/B Wing, D-33 Turbhe MIDC Road, TTC Industrial Area, Navi Mumbai, Maharashtra – 400 705

Email id: prashantkumar.mishra@unitybank.co.in

Contact number: 9167225962 between 09:30 AM to 06:00 PM, Monday to Saturday (excluding 2nd & 4th Saturdays, and National or public holidays).

OR

(2) Region-wise Banking ombudsman officers and Nodal officers

| Sr. No. | Centre | Address of the Office of Banking Ombudsman | Area of Operation | Regional Nodal Officer |
|---------|-------------|---|---|---|
| 1. | Ahmedabad | Shri Subodh Kumar Gupta C/o Reserve Bank of India 4th Floor, "Riverfront House", Behind H.K. Arts College, Between Gandhi & Nehru Bridge, Pujya Pramukh Swami Marg (Riverfront Road - West), Ahmedabad-380 009 STD Code: 079 Tel. No. 26582357 Email: crpc@rbi.org.in | Gujarat, Union Territories of Dadra and Nagar Haveli, Daman and Diu | Ms. Naseem Mubarakbhai Surani Contact Details: 8000078694 Email id: naseemsurani@unitybank.co.in |
| 2. | Bhubaneswar | Smt. N. Mohana C/o Reserve Bank of India Pt. Jawaharlal Nehru Marg Bhubaneswar-751 001 STD Code: 0674 Tel. No. 2396207 Email: crpc@rbi.org.in | Odisha | Mr. Bhagaban Mahapatra Contact Details: 9937670173 Email id: bhagaban.mahapatra@unitybank.co.in |
| 3. | Patna | Shri. Vijay Kumar Nayak C/o Reserve Bank of India Patna -800 001 STD Code: 0612 Tel. No. 2322569/2323734 Email: crpc@rbi.org.in | Bihar | Mr. Pradeep Kumar Singh Contact Details: 9878670275, singh.pradeep@unitybank.co.in |

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|---------|-----------|---|-------------------|---|
| 4. | Ranchi | Shri. Ranjeev Shanker C/o Reserve Bank of India Fourth Floor, Pragati Sadan, RRDA Building, Kutchery Chowk, Ranchi Jharkhand 834001 STD Code: 0651 Tel No.: 2210512 Fax No.: 2210515 Email: crpc@rbi.org.in | Jharkhand | Mr. Biswanath Mandal Contact Details: 8918388273 Email id: biswanath.mandal@unitybank.co.in |
| 5. | Raipur | Shri. J. P. Tirkey C/o Reserve Bank of India 54/949, Shubhashish Parisar, Satya Prem Vihar Mahadev Ghat Road, Sundar Nagar, Raipur-492013 STD Code: 0771 Tel. No: 2244246 Email: crpc@rbi.org.in | Chhattisgarh | Mr. Krishna Kumar Tripathi Contact Details: 9926224469 Email id: krishna.tripathi@unitybank.co.in |
| 6. | Bengaluru | Smt. Jayasree Gopalan C/o Reserve Bank of India 10/3/8, Nrupathunga Road Bengaluru -560 001 STD Code: 080 Tel. No. 22277660/22180221 Email: crpc@rbi.org.in | Karnataka | Ms. Suchita Badyal Contact Details: 9986868154 Email id: suchitrabadyal@unitybank.co.in |
| 7. | Bhopal | Shri Sivakumar Bose C/o Reserve Bank of India Hoshangabad Road Post Box No. 32, Bhopal- 462 011 STD Code: 0755 Tel. No. 2573772 Email: crpc@rbi.org.in | Madhya Pradesh | Mr. Damandeep Dhinsa Contact Details: 9893267649 Email id: damandeep.dhinsa@unitybank.co.in |

| Sr. No. | Centre | Address of the Office of Banking Ombudsman | Area of Operation | Regional Nodal Officer |
|---------|--------------|---|---|--|
| 8. | Chennai (I) | Dr (Smt) Tuli Roy C/o Reserve Bank of India Fort Glacis, Chennai 600 001 STD Code: 044 Tel No. 25395964 Fax. 25395488 Email: crpc@rbi.org.in | Tamil Nadu, Union Territories off Puducherry (except Mahe Region) and Andaman and Nicobar Islands | Mr. Rajkumar M Contact Details: 9841324763 Email id: rajkumar.m@unitybank.co.in |
| 9. | Chennai (II) | Smt. Nandita Singh C/o Reserve Bank of India Fort Glacis, Chennai 600 001 STD Code: 044 Tel No.25383976 Email: crpc@rbi.org.in | Tamil Nadu, Union Territories of Puducherry (except Mahe Region) and Andaman and Nicobar Islands | Mr. Rajkumar M Contact Details: 9841324763 Email id: rajkumar.m@unitybank.co.in |
| 10. | Hyderabad | Shri. Chinmoy Kumar C/o Reserve Bank of India 6-1-56, Secretariat Road Saifabad, Hyderabad-500 004 STD Code: 040 Tel. No. 23210013 Email: crpc@rbi.org.in | Andra Pradesh and Telangana | Mr. Ajay Newatia Contact Details: 9885433303 Email id: ajay.newatia@unitybank.co.in |
| 11. | Jaipur | Smt. Baljit Birah C/o Reserve Bank of India, 4th floor Rambagh Circle, Tonk Road, Jaipur - 302 004 STD Code: 0141 Tel. No. 2577931 Email: crpc@rbi.org.in | Rajasthan | Mr. Sharad Soni Contact Details: 9829093220 Email id: sharad.soni@unitybank.co.in |
| 12. | Kolkata (I) | Shri. Rabindra Kishore Panda C/o Reserve Bank of India 15, Netaji Subhash Road Kolkata-700 001 STD Code: 033 Tel. No. 22310217 Email: crpc@rbi.org.in | West Bengal and Sikkim | Mr. Anindam Debnath Contact Details: 9831070209 Email id: anindam.debnath@unitybank.co.in |

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|---------|----------------|---|--|--|
| 13. | Kolkata (II) | Smt. Mary Lianlunkim Deng C/o Reserve Bank of India 15, Netaji Subhash Road, Kolkata- 700001 STDCode:033 Tel. No. 22628771 Email: crpc@rbi.org.in | West Bengal and Sikkim | Mr. Anindam Debnath Contact Details: 9831070209 Email id: anindam.debnath@unitybank.co.in |
| 14. | Mumbai (I) | Shri. Ajay Kumar Misra C/o Reserve Bank of India 4th Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 STD Code: 022 Tel No. 23022028 Email: crpc@rbi.org.in | Districts of Mumbai, Mumbai Suburban and Thane | Ms. Arti Vasu Contact Details: 8657734033 Email Id: arti.vasu@unitybank.co.in |
| 15. | Mumbai (II) | Shri. Sanjay Kumar C/o Reserve Bank of India, 4th Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 STD Code: 022 Tel No.: 23001285 Email: crpc@rbi.org.in | Goa and Maharashtra, (except the districts of Mumbai, Mumbai Suburban and Thane) | Mr. Prashant Kumar Mishra Contact Details: 9167225962 Email id: prashantkumar.mishra@unitybank.co.in |
| 16. | New Delhi (I) | Shri. Satwant Singh Sahota C/o Reserve Bank of India, Sansad Marg, New Delhi STD Code: 011 Tel. No. 23313359 Email: crpc@rbi.org.in | North, North-West, West, South-West, New Delhi and South districts of Delhi | Ms. Rameet Sethi Contact Details: 9711535509 Email id: rameetsethi@unitybank.co.in |
| 17. | New Delhi (II) | Smt. Suchitra Maurya C/o Reserve Bank of India Sansad Marg, New Delhi STD Code: 011 Tel. No. 23715393 Email: crpc@rbi.org.in | Haryana (except Panchkula, Yamuna Nagar And Ambala Districts) and Ghaziabad and Gautam Budh Nagar districts of Uttar Pradesh | Ms. Rameet Sethi Contact Details: 9711535509 Email id- rameetsethi@unitybank.co.in |

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|---------|--------------------|--|---|--|
| 18. | Thiruvananthapuram | Shri R. Kamalakannan C/o Reserve Bank of India Bakery Junction Thiruvananthapuram-695 033 STD Code: 0471 Tel. No. 2326769 Email: crpc@rbi.org.in | Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry (only Mahe Region). | Mr. Tarun Mathai Contact Details: 9341564157 Email id- tarun.mathai@unitybank.co.in |
| 19. | Chandigarh | Shri Rajeev Dwivedi C/o Reserve Bank of India 4th Floor, Sector 17 Chandigarh STD Code: 0172 Tel. No. - 2721109, 2721011, 2727118 Email: crpc@rbi.org.in | Himachal Pradesh, Punjab, Union Territory of Chandigarh and 3 - Districts of Haryana - Panchkula, Ambala and Yamuna Nagar | Mr. Vivek Khattar Contact Details: 9888049544 Email id- vivek.khattar@unitybank.co.in |

Mode of contact: Call / Email / Walk-in (Branches) / Letters / Social Media / Mobile App / Bank Website

If the customer is not satisfied with the resolution provided by the Centralized Customer Care Team or Regional Nodal Officers or if the customer does not hear from the bank in 7 working days, then the customer may escalate his grievance to Escalation Officer.

Level 2: Escalation Officer

Contact Person: Ms. Rajinder Kaur

Address: Unity Small Finance Bank Ltd., Rupa Renaissance, 13th Floor, 1302/B Wing, D-33 Turbhe MIDC Road, TTC Industrial Area, Navi Mumbai, Maharashtra – 400 705

Email id: level2escalation@unitybank.co.in

Contact number: 9152366105 (mobile) between 9:30 AM to 6:00 PM, Monday to Saturday (excluding 2nd & 4th Saturdays, and National or public holidays).

Reply to the complaint will be given within 7 working days.

If the customer is not satisfied with the resolution provided by the Level 2 Escalation Officer or if the customer does not hear from the bank in 15 working days, then the customer may escalate his grievance to Principal Nodal Officer of the Bank.

Level 3: Principal Nodal Officer/ Grievance Redressal Officer (Central)

Contact Person: Mr. Mahendra Bindra

Address: Unity Small Finance Bank Ltd., Rupa Renaissance, 13th Floor, 1302/B Wing, D-33 Turbhe MIDC Road, TTC Industrial Area, Navi Mumbai, Maharashtra – 400 705

Email id: level3escalation@unitybank.co.in


Contact number: 9152366104 (mobile) between 9:30 AM to 6:00 PM, Monday to Saturday (excluding 2nd & 4th Saturdays, and National or public holidays).


Reply to the complaint will be given within 7 working days.

If the customer is not satisfied with the resolution provided by the Level 3 Officer or if the customer does not hear from the bank in 30 Calendar days, then the customer may escalate his grievance to the Regulator – Internal Ombudsman.

Level 4: The Regulator- Integrated Ombudsman

Mode of filing complaint: The complaints under the Scheme can be made online on the portal (<https://cms.rbi.org.in>) / electronic mode (email at crpc@rbi.org.in) and physical form including postal and hand-delivered complaints to the 'Centralised Receipt and Processing Centre' set up at Reserve Bank of India, 4th floor, Sector 17, Chandigarh- 160017.

 **UNITY SMALL FINANCE BANK LIMITED :**
CIN : U65990DL2021PLC385568
Email : info@unitybank.co.in

 **REGISTERED OFFICE :**
Unit No. 1201, 1202 & 1203,
12th floor, Ansal Bhawan, 16,
K.G. Marg, New Delhi-110001
Tel No. 011-47414100

 **CORPORATE OFFICE :**
Centrum House, CST Road,
Vidyanagari Marg, Kalina,
Santacruz (E),
Mumbai 400098
Tel No. 022-42159000

Timeframe for responding to Complaint (by the Bank):


- **Standard Cases:** Up to 7 working days
- **Other issues such as Cases involving retrieval of documents & exceptionally old records, Cases involving Third Party, legal matters etc.:** Up to 15 working days.
- **Regulatory Complaints:** Up to 15 Calendar days or time frame if any provided by the regulator (whichever is less).

(If any case requires additional time beyond the standard or specified duration, the Bank will notify the customer or regulator, explaining the reason for the delay and providing an updated timeline for resolution. The resolution is provided within the stipulated timeframe as is advised by RBI.)

** Calculation is based on the Date of complaint lodged with the Bank.*

**Cases involving unauthorized transactions or chargeback-related issues might take 45 to 60 days, or longer, as per the respective network guidelines.*

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Tel No. 011-47414100

 **CORPORATE OFFICE :**
Centrum House, CST Road,
Vidyanagari Marg, Kalina,
Santacruz (E),
Mumbai 400098
Tel No. 022-42159000