

GRIEVANCE REDRESSAL ESCALATION MATRIX

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

Level 1: Centralised Customer Care team/ Regional Nodal Officer

If the customer is not satisfied with the resolution provided by the branch/ executives of the Bank or no response is received within 7 days, the customer could write to:

Level 1 contact:

(1) Centralised Customer Care Representative - Ms. Mariammal Gunasekar

Address: Unity Small Finance Bank Limited, Unit no. 2, First floor, Central Plaza, 166, CST road, Kalina, Mumbai -400098 or

Send an email to: m.gunasekar@unitybank.co.in or

Call on: 9167225962 between 09:30 AM to 06:00 PM, Monday to Friday.

OR

(2) Regional Nodal Officers

Sr. No.	Centre	Address of the Office of Banking Ombudsman	Area of Operation	Regional Nodal Officer
1	Ahmedabad	Smt. N Sara Rajendra Kumar 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	Shri Pankaja Kumar Nayak C/o Reserve Bank of India Pt. Jawaharlal Nehru Marg Bhubaneswar-751 001 STD Code: 0674 Tel. No. 2396207/ 2396420 Email: crpc@rbi.org.in	Odisha	Mr. Bhagaban Mahapatra Contact Details: 9937670173 Email id: bhagaban.mahapatra@unitybank.co.in

Sr. No.	Centre	Address of the Office of Banking Ombudsman	Area of Operation	Regional Nodal Officer
3	Patna	Shri Rajesh Jai Kanth C/o Reserve Bank of India Patna-800 001 STD Code: 0612 Tel. No. 2322569/2323734 Email: crpc@rbi.org.in	Bihar	Mr. Shani Upadhyay Contact Details: 9541444175 Email id: shani.upadhyay@unitybank.co.in
4	Ranchi	Shri Ranjeev Shanker C/o Reserve Bank of India 4th Floor, Pragati Sadan, RRDA Building, Kutchery Road, Ranchi Jharkhand 834001 STD Code: 0651 Tel No.: 97718 - 63111 (Land Line) 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. Rajendra Baishwade Contact Details: 7879007111 Email id- rajendra.baishwade@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

Sr. No.	Centre	Address of the Office of Banking Ombudsman	Area of Operation	Regional Nodal Officer
7	Bhopal	Ms. Ira Gupta C/o Reserve Bank of India Hoshangabad Road Post Box No. 32, Bhopal-462 011 STD Code: 0755 Tel. No. 2573772/2573779 Email: crpc@rbi.org.in	Madhya Pradesh	Mr. Damandeep Dhinsa Contact Details: 9893267649 Email id- damandeep.dhinsa@unitybank.co.in
8	Chennai	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 of Puducherry (except Mahe Region) and Andaman and Nicobar Islands	Mr. Rajkumar M Contact Details: 9841324763 Email id: rajkumar.m@unitybank.co.in
9	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
10	Jaipur	Ms. Rekha Chandanaveli 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
11	Kolkata	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

Sr. No.	Centre	Address of the Office of Banking Ombudsman	Area of Operation	Regional Nodal Officer
12	Mumbai (I)	Dr. Neena Rohit Jain 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. Chaitali Prashant Varadkar Contact Details: 9820652379 Email Id: chaitalivaradkar@unitybank.co.in
13	Mumbai (II)	Dr. Sushanta Kumar Kar 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.: 23001483 Email: crpc@rbi.org.in	Goa and Maharashtra, (except the districts of Mumbai, Mumbai Suburban and Thane)	Ms. Mariammal Gunasekar Contact Details: 8355938847 Email id: m.gunasekar@unitybank.co.in
14	New Delhi (I)	Shri R.K. Moolchandani C/o Reserve Bank of India, Sansad Marg, New Delhi STD Code: 011 Tel. No. 23725445 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
15	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

Mode: Call/ Email/ Physical mode.

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

Level 2: Escalation Officer

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 us in 7 days, then the customer may escalate his grievance to:

Level 2 Contact: Ms. Rajinder Kaur

Address: Unity Small Finance Bank Limited, Unit no. 2, First floor, Central Plaza, 166, CST road, Kalina, Mumbai -400098 or

Send an email to: level2escalation@unitybank.co.in

Call on: 022- 42150000 (landline), 9152366105 (mobile) between 9:30 AM to 6:00 PM, Monday to Friday.

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

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

If the customer is not satisfied with the resolution provided by the Level 2 Escalation Officer or if the customer does not hear from us in 15 days, then the customer may escalate his grievance to:

Level 3 Contact: Ms. Rashmi Pandit

Address: Unity Small Finance Bank Limited, Unit no. 2, First floor, Central Plaza, 166, CST road, Kalina, Mumbai -400098 or

Send an email to: level3escalation@unitybank.co.in

Call on: 022-42159209 (landline), 9152366104 (mobile) between 9:30 AM to 6:00 PM, Monday to Friday.

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

Level 4:

If the customer is not satisfied with the resolution provided by the Level 3 Officer or if the customer does not hear from us in 30 days, then the customer may escalate his grievance to:

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.