

Grievance Redressal Regarding NEFT / RTGS

Customers may contact the following for any Enquiries or Grievance

Level of Escalation	Officials to be approached	Contact	E-mail ID
Generic Contact (NEFT/RTGS - CFC)	Customer Care	1800-208-2121	customercare@ujjivan.bank.in
Escalation Level 1	Satyajit Sahoo	1800-208-2121	disputes.neft-rtgs@ujjivan.bank.in
Escalation Level 2	Chitra Sriraman	1800-208-2121	chitra.sriraman@ujjivan.bank.in
Escalation Level 3	Ayan Sarkar	1800-208-2121	ayan.sarkar@ujjivan.bank.in

Our grievance team will endeavour to resolve the issue to the complainant's satisfaction within 7 working days. In case, the complaint needs more time to examine, the complaint shall be acknowledged by explaining the need for more time to respond.