



North East
Small Finance Bank

Grievance Redressal Regarding NEFT/RTGS

Customers may contact the following for any Enquiries or Grievance

Escalation Level	Officials to be approached	Contact	E-mail ID
Generic Contact (NEFT/RTGS)	Customer Care	1800-121-1905	customercare@nesfb.com
Escalation Level 1	Abu Fazal Haque	+91 361 7180001	nesfb_neftrtgs@nesfb.com
Escalation Level 2	Mukut Phukon	+91 361 7180001	nesfb_neftrtgs@nesfb.com
Escalation Level 3	Devashish Bhattacharya	+91 9954437858	devashish.bhattacharya@nesfb.com

Our grievance team will endeavor 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.