



**North East**  
**Small Finance Bank**

**Grievance Redressal Regarding NEFT/RTGS**

**Customers may contact the following for any Enquiries or Grievance**

<b>Escalation Level</b>	<b>Officials to be approached</b>	<b>Contact</b>	<b>E-mail ID</b>
Generic Contact (NEFT/RTGS)	Customer Care	1800-121-1905	customercare@nesfb.com
Escalation Level 1	MUKUT PHUKAN	+91 361 7180001	mukut.phukon@nesfb.com
Escalation Level 2	Bhaskar Choudhury	+91 361 7180001	bhaskar.choudhury@nesfb.com
Escalation Level 3	SAMIRANJAN BARTHAKUR	+91 361 7180001	samirranjan.barthakur@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.