

Redressal Mechanism :

Step No:1

Customer care: Customers can contact the Customer Care officers over phone for redressal of issues or send an e-mail/letter to the mail ids/addresses displayed in the posters at the branches and on the website.

Step No:2

Branch: Customer can speak to the branch officials for resolution of their issues or register their grievances through the complaint book available in the branches. Alternatively, customers can drop their complaint/feedback in the boxes made available at the branch

Step No:3

Escalation of complaints: If a customer is not satisfied with the resolution provided through various channels, the customer can escalate the issues to the Nodal Officer.

S.No	Bank Name	Customer Care	Branch Manager	Nodal Officer	Banking Ombudsman
1.	Indian Bank	1800 425 422	Shri T.S.Bhaskaran General Manager/ Zonal Manager Indian Bank, Zonal Office, 55 Ethiraj Salai, Chennai 600 008. Ph: 044 -2825 6886. Email:ibcochgmsec@indianbank.co.in	Shri G. N. Hegde. General Manager (TMD/RMD) Indian Bank, Corporate Office, # 254-260, Avvai Shanmugham Salai, CHENNAI – 600014. Ph :(044) 28134417, 28134513. F No.044 -2813 4080 Email: nodalofficercs@indianbank.com	Shri S. Ganesh C/o Reserve Bank of India, Fort Glacis, Chennai 600 001 Tel No. (044) 2539 9170 / 25395964 /25399158 Fax No.044-25395488.

2.	Indian Overseas Bank	1800 425 4445 1800 425 7744	<p>Shri. A.Chandramohan Chief Manager Address : 763 Anna Salai, Chennai – 600002 .</p> <p>Ph: +91-44- 28524212 +91-44- 28524212 044-28519470, 044- 28519464 044-28889314</p> <p>For ATM Card : E Mail :atmcard@iobnet.co.in E Mail :atmtxns@iobnet.co.in</p> <p>Credit Cards : 044-28519574 044-28519573 creditcard@iobnet.co.in</p>	<p>Shri. S.H.Keshava General Manager, Customer Service Department, Indian Overseas Bank, Central Office, 763, Anna Salai, Chennai – 600 002.</p> <p>Phone No: 044- 2888 9239,</p> <p>Fax No : 044- 28525822,</p> <p>E Mail : shkeshava@iobnet.co.in</p>	<p>Shri S. Ganesh C/o Reserve Bank of India, Fort Glacis, Chennai 600 001</p> <p>Tel No. (044) 2539 9170 / 25395964 /25399158 Fax No.044-25395488.</p>
3.	Bank of Baroda	1800 22 0400	<p>Mr. Kalyanraman S General Manager</p> <p>Bank of Baroda, 1st floor, 90, C.P.Ramaswamy Rd., Alwarpet, Chennai - 600 018 . 044- 23454213.</p> <p>044 - 24990408, 098400 – 57200</p> <p>zm.sz@bankofbaroda.com rm.chennai@bankofbaroda.com</p>	<p>Shri Sinha Ranjan Kumar (General Manager, Operations & Services) Bank of Baroda, Head Office, Suraj Plaza-I, 8th Floor, Sayajigunj,Maganwadi, Vadodara-390 005, (Gujarat) India.</p> <p>Tel. : (0265) 2363001 – 2361852 (PBX) Fax : (0265) 2362914</p> <p>e-mail : gm.ops.ho@bankofbaroda.com</p>	<p>Shri S. Ganesh C/o Reserve Bank of India, Fort Glacis, Chennai 600 001</p> <p>Tel No. (044) 2539 9170 / 25395964 /25399158 Fax No.044-25395488.</p>

4.	State Bank of India,	<p>1800 425 3800 OR 1800 11 2211 1800 180 1290</p> <p>From all other phones – 39 02 02 02</p> <p>ATM-cum-Debit card 1800-112 – 211 or 1800 425 3800 or 080- 26599990</p>	<p>General Manager State Bank of India, Local Head Office, Circletop House, 16 , College Lane, Chennai-600 006. E-mail: helpline.lhoche@sbi.co.in feedback.gesbi@ge.com contactcentre@sbi.co.in</p> <p>Toll free No. 1800-425-4424 Helpline No (044)28214635 Fax no. (044) 28214381</p>	<p>The Deputy General Manager State Bank of India, Customer Service Dept, Personal Banking BU State Bank Bhavan, IV th Floor Nariman Point, Mumbai - 400 021 .</p> <p>Tel: 022 22029456/51 Fax: 022 22885369. Email: dgm.customer@sbi.co.in, chairmansbi.customer@sbi.co.in</p>	<p>Shri S. Ganesh C/o Reserve Bank of India, Fort Glacis, Chennai 600 001</p> <p>Tel No. (044) 2539 9170 / 25395964 /25399158 Fax No.044-25395488.</p>
5.	ICICI BANK	<p>98944 78000 OR 4208 8000 (CHENNAI)</p>	<p>ICICI Bank Limited ICICI Phone Banking Center, ICICI Bank Tower, 7th floor, Survey no: 115/27, Plot no. 12, Nanakramguda, Serilingampally, Hyderabad – 500032.</p> <p>Head South Zone: S. Badami Senior General Manager Ph: 040-41068810. headsouthzone@icicibank.com</p>	<p>The Nodal Officer ICICI Bank Ltd Bandra Kurla Complex Mumbai 400051</p> <p>headservicequality@icicibank.com</p>	<p>Shri S. Ganesh C/o Reserve Bank of India, Fort Glacis, Chennai 600 001</p> <p>Tel No. (044) 2539 9170 / 25395964 /25399158 Fax No.044-25395488.</p>
6.	City Bank	<p>044 - 2852 2484 1-800-950-5114 1-800-419-6747 for Credit Cards & 1-800-266-5626</p>	<p>India.Collections.Grievance.Head@citi.com</p> <p>head.customercare@citi.com.</p>	<p>Mr. George Mathew Citibank, 4th Floor, Spencer Plaza, Chennai - 600002</p> <p>044 - 42286301</p>	<p>Shri S. Ganesh C/o Reserve Bank of India, Fort Glacis, Chennai 600 001</p>

			India.Grievance.Redressal.Officer@Citi.com. c.l.wasan@citi.com	m.sohoni@citi.com	Tel No. (044) 2539 9170 / 25395964 /25399158 Fax No.044-25395488.
7.	HDFC Bank	044 - 23744704 044 – 66004332 1800 22 4060	Manager, HDFC Bank Cards Division, PO BOX # 8654 Thiruvanmiyur PO Chennai - 600 041. customerservices.cards@hdfcbank.com Manoj Prem, Grievance Redressal Officer, HDFC Bank Cards Division, 8, Lattice Bridge Road, Thiruvanmiyur Chennai 600041. Email : grievance.redressalcc@hdfcbank.com	N Premanand HDFC Bank Ltd., Prince Kushal Towers, First Floor, A Wing, 96, Anna Salai, Chennai - 600002. Tel no : 044 28616430 Fax : 044 28616409 RIM : 09381099522 Email n.premanand@hdfcbank.com	Shri S. Ganesh C/o Reserve Bank of India, Fort Glacis, Chennai 600 001 Tel No. (044) 2539 9170 / 25395964 /25399158 Fax No.044-25395488.
8.	Syndicate Bank,	1800 22 50 92 OR 1800 22 5092	Sri I N R Bhat, General Manager, SyndicateBank, Regional Office, I Floor, Leelavathi Building No.69, Armenian Street, Chennai-600 001. 044 - 25261155 (O) 25219964 - 65 9840390585 (M) tn.6022chnro@syndicatebank.co.in	Sri H. N. Vishweshwar General Manager Syndicate Bank, Corporate Office Planning & Development Department Syndicate Bank Building 2nd Cross, Gandhinagar Banagalore – 560009 Phone : 080-22260281 Fax : 080-22208960 E-Mail : syndcare@syndicatebank.co.in	Shri S. Ganesh C/o Reserve Bank of India, Fort Glacis, Chennai 600 001 Tel No. (044) 2539 9170 / 25395964 /25399158 Fax No.044-25395488.