

## **Annexure 6: Addresses of Banking Ombudsman**

Dear customer,

It is our endeavour to resolve complaints within a maximum period of 15 working days.

If any customer is dissatisfied with the solution provided by the Bank, the complainant may, within 30 days, approach the Banking Ombudsman appointed by Reserve Bank of India under the Banking Ombudsman Scheme, 2006 (the Scheme), to resolve complaints related to deficiency in banking services. Complaints under the Scheme can be registered on the portal <https://cms.rbi.org.in>

Moreover, complaints may be submitted through electronic or physical mode with the Centralised Receipt and Processing Centre - notified by the Reserve Bank of India (RBI) in such format and containing such information as may be specified by RBI. Complaints, if submitted in physical form, shall be duly signed by the complainant or by the authorised representative.

| <b>Sr. No.</b> | <b>Centre/ City Name</b> | <b>Contact Details of the Office of the Banking Ombudsman</b>                                                                                                                                                                                                                                    | <b>Area of Operation</b>                                               | <b>DCB Bank Regional Nodal Officer</b>                                                                                                                                                                                                                |
|----------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1              | Ahmedabad                | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>4th Floor, Riverfront House, Behind H.K. Arts College,<br>Between Gandhi & Nehru Bridge,<br>Pujya Pramukh Swami Marg (Riverfront Road - West),<br>Ahmedabad- 380009<br>STD Code: 079<br>Tel. No.: 26582357<br>Email: crpc@rbi.org.in | Gujarat,<br>Union Territories of Dadra and Nagar Haveli, Daman and Diu | <b>Mr. Pratik Shah</b><br>Regional Head AIB Banking<br>G1 and G2,<br>Rockford Business Centre,<br>Ring Road, Udhana Darwaja,<br>Suman Desai NI Wadi,<br>Surat- 395001<br>Tel. No.: 8655810246<br>Mobile: 9825140005<br>Email: pratik.shah@dcbbank.com |
| 2              | Bengaluru                | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>10/3/8, Nrupathunga Road<br>Bengaluru- 560001<br>STD Code: 080<br>Tel. No.: 22277660,<br>22180221<br>Email: crpc@rbi.org.in                                                                                                          | Karnataka                                                              | <b>Ms. Shetal Razdan</b><br>State Head Retail Banking<br>458/459, 18th Main,<br>4th T Block, Jayanagar,<br>Bengaluru- 560041<br>Tel. No.: 9136961400<br>Mobile: 9811617883<br>Email: shetal.razdan@dcbbank.com                                        |

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| 3 | Bhopal      | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>Hoshangabad Road<br>Post Box No. 32,<br>Bhopal- 462011<br>STD Code: 0755<br>Tel. No.: 2573772<br>Email: crpc@rbi.org.in  | Madhya Pradesh and Chhattisgarh                                                                                        | <b>Mr. Kishore Kumar</b><br>Zonal Head-North<br>Agri & Inclusive Banking<br>Plot No-160, Zone - 1,<br>Devashish Complex, MP Nagar,<br>Bhopal- 462011<br>Tel. No.: (0755) 4912911<br>Mobile: 9923001769<br>Email: kishore.kumar@dcbbank.com                  |
| 4 | Bhubaneswar | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>Pt. Jawaharlal Nehru Marg<br>Bhubaneswar- 751001<br>STD Code: 0674<br>Tel. No.: 2396207<br>Email: crpc@rbi.org.in        | Odisha                                                                                                                 | <b>Mr. Durga Prasad Rath</b><br>Head AIB Branch Banking<br>3rd Floor, Plot No-327,<br>District Centre, Chandrasekharapur,<br>Bhubaneswar- 751016<br>Mobile: 9937012032<br>Email: durgar@dcbbank.com                                                         |
| 5 | Chandigarh  | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>4th Floor, Sector 17<br>Chandigarh<br>STD Code: 0172<br>Tel. No.: 2721109,<br>2721011, 2727118<br>Email: crpc@rbi.org.in | Himachal Pradesh, Punjab and Union Territory of Chandigarh and Panchkula, Yamuna Nagar and Ambala Districts of Haryana | <b>Mr. Shishir Aggarwal</b><br>Regional Head Retail Banking<br>Ground, First, Second Floor,<br>SCO-238, Sec-12,<br>Karnal- 132001<br>Tel. No.: 7304516501<br>Mobile: 9541420053<br>Email: shishir.aggarwal@dcbbank.com                                      |
| 6 | Chennai (I) | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>Fort Glacis,<br>Chennai- 600001<br>STD Code: 044<br>Tel. No.: 25395964<br>Fax No.: 25395488<br>Email: crpc@rbi.org.in    | Tamil Nadu, Union Territories of Puducherry (except Mahe Region) and Andaman and Nicobar Islands                       | <b>Mr. Lakshmi Narayana Balantrapu</b><br>Senior Regional Head<br>Retail Banking<br>8-2-120/84, 2nd floor,<br>Jyoti Majestic, Banjara Hills<br>Hyderabad- 500034<br>Tel. No.: (040) 67414602<br>Mobile: 9177734567<br>Email: lakshmi.balantrapu@dcbbank.com |

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| 7  | Chennai (II) | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>Fort Glacis,<br>Chennai- 600001<br>STD Code: 044<br>Tel. No.: 25383976<br>Email: crpc@rbi.org.in                                      | Tamil Nadu,<br>Union<br>Territories of<br>Puducherry<br>(except Mahe<br>Region) and<br>Andaman and<br>Nicobar<br>Islands                                                                                        | <b>Mr. Lakshmi Narayana Balantrapu</b><br>Senior Regional Head<br>Retail Banking<br>8-2-120/84, 2nd floor,<br>Jyoti Majestic, Banjara Hills<br>Hyderabad- 500034<br>Tel. No.: 040-67414602<br>Mobile: 9177734567<br>Email:<br>lakshmi.balantrapu@dcbbank.com                                 |
| 8  | Dehra Dun    | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>Plot No. 16-17, IT Park,<br>Sahastradhara Road,<br>Dehra Dun- 248013<br>STD Code: 0135<br>Tel. No.: 2742006<br>Email: crpc@rbi.org.in | Uttarakhand<br>and seven<br>districts of<br>Uttar Pradesh<br>viz.,<br>Saharanpur,<br>Shamli<br>(Prabudh<br>Nagar),<br>Muzaffarnagar,<br>Baghpat,<br>Meerut,<br>Bijnor and<br>Amroha<br>(Jyotiba<br>Phule Nagar) | <b>Mr. Nikhil Khanna</b><br>State Head Retail Banking<br>Upper Ground Floor,<br>International trade Tower,<br>1 Old Survey Road,<br>2 Khan Bandhu Marg,<br>Adjoining Cross Road Mall, Dehra<br>Dun- 248001<br>Tel. No.: 8657995011<br>Mobile: 9719004676<br>Email: nikhil.khanna@dcbbank.com |
| 9  | Guwahati     | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>Station Road, Pan Bazar<br>Guwahati- 781001<br>STD Code: 0361<br>Tel. No.: 2542556<br>Email: crpc@rbi.org.in                          | Assam                                                                                                                                                                                                           | <b>Mr. Debraj Dasgupta</b><br>Circle Head Retail Banking<br>15, Brabourne Road, Gr Floor.<br>Banerjee Bhawan,<br>Kolkata- 700001<br>Tel. No.: 7304511701<br>Mobile: 9830650178<br>Email: debraj@dcbbank.com                                                                                  |
| 10 | Hyderabad    | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>6-1-56, Secretariat Road<br>Saifabad,<br>Hyderabad- 500004<br>STD Code: 040<br>Tel. No.: 23210013<br>Email: crpc@rbi.org.in           | Andhra<br>Pradesh and<br>Telangana                                                                                                                                                                              | <b>Mr. Lakshmi Narayana Balantrapu</b><br>Senior Regional Head<br>Retail Banking<br>8-2-120/84, 2nd floor,<br>Jyoti Majestic, Banjara Hills,<br>Hyderabad- 500034<br>Tel. No.: 040-67414602<br>Mobile: 9177734567<br>Email:<br>lakshmi.balantrapu@dcbbank.com                                |

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| 11 | Jaipur       | Office of Banking Ombudsman<br>C/o Reserve Bank of India,<br>4th floor Rambagh Circle,<br>Tonk Road,<br>Jaipur- 302 004<br>STD Code: 0141<br>Tel. No.: 2577931<br>Email: crpc@rbi.org.in    | Rajasthan                                                                                | <b>Mr. Sangram Singh</b><br>Regional Head Retail Banking<br>Geejgarh Tower,<br>Hawa Sarak, Civil lines,<br>Jaipur- 302006<br>Tel. No.: 9136800187<br>Mobile: 9829096600<br>Email: sangram.singh@dcbbank.com             |
| 12 | Jammu        | Office of Banking Ombudsman<br>C/o Reserve Bank of India,<br>Rail Head Complex,<br>Jammu- 180012<br>STD Code: 0191<br>Tel. No.: 2477905<br>Email: crpc@rbi.org.in                           | Union Territory of Jammu and Kashmir                                                     | <b>Mr. Shishir Aggarwal</b><br>Regional Head Retail Banking<br>Ground, First, Second Floor,<br>SCO-238, Sec-12, Karnal- 132001<br>Tel. No.: 7304516501<br>Mobile: 9541420053<br>Email: shishir.aggarwal@dcbbank.com     |
| 13 | Kanpur       | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>Post Box No. 82/142,<br>Mahatma Gandhi Road,<br>Kanpur- 208001<br>STD Code: 0512<br>Tel. No.: 2305174<br>Email: crpc@rbi.org.in | Uttar Pradesh (excluding Districts of Ghaziabad and Gautam Buddha Nagar) and Uttarakhand | <b>Ms. Babita Malhotra</b><br>Senior Regional Head Retail Banking<br>A-34, Anand Vihar,<br>Near Anand Vihar Gurudwara, Delhi- 110092<br>Tel. No.: 8655810259<br>Mobile: 9810169882<br>Email: babitamalhotra@dcbbank.com |
| 14 | Kolkata (I)  | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>15, Netaji Subhash Road<br>Kolkata- 700001<br>STD Code: 033<br>Tel. No.: 22310217<br>Email: crpc@rbi.org.in                     | West Bengal and Sikkim                                                                   | <b>Mr. Debraj Dasgupta</b><br>Circle Head Retail Banking<br>15, Brabourne Road, Gr. Floor,<br>Banerjee Bhawan,<br>Kolkata- 700001<br>Tel. No.: 7304511701<br>Mobile: 9830650178<br>Email: debrajd@dcbbank.com           |
| 15 | Kolkata (II) | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>15, Netaji Subhash Road<br>Kolkata- 700001<br>STD Code: 033<br>Tel. No.: 22628771<br>Email: crpc@rbi.org.in                     | West Bengal and Sikkim                                                                   | <b>Mr. Debraj Dasgupta</b><br>Circle Head Retail Banking<br>15, Brabourne Road, Gr. Floor,<br>Banerjee Bhawan,<br>Kolkata- 700001<br>Tel. No.: 7304511701<br>Mobile: 9830650178<br>Email: debrajd@dcbbank.com           |

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| 16 | Mumbai (I)    | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>4th Floor, RBI Byculla Office Building,<br>Opp. Mumbai Central Railway Station, Byculla,<br>Mumbai- 400008<br>STD Code: 022<br>Tel. No.: 23022028<br>Email: crpc@rbi.org.in                      | Districts of Mumbai, Mumbai Suburban and Thane                                                                                                           | <b>Mr. Pravesh Shrivastav</b><br>Senior Regional Head<br>Retail Banking<br>Ground Floor, Roop Apts, S V Road,<br>Below Ruby Hospital, Jogeshwari (West), Mumbai- 400102<br>Tel. No.: 7304501002/03<br>Mobile: 9870145456<br>Email: praveshs@dcbbank.com    |
| 17 | Mumbai (II)   | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>1st Floor, RBI Byculla Office Building,<br>Opp. Mumbai Central Railway Station, Byculla,<br>Mumbai- 400008<br>STD Code: 022<br>Tel. No.: 23001285<br>Fax No.: 23022024<br>Email: crpc@rbi.org.in | Goa and Maharashtra, (except the districts of Mumbai, Mumbai Suburban and Thane)                                                                         | <b>Mr. Pravesh Shrivastav</b><br>Senior Regional Head<br>Retail Banking<br>Ground Floor,<br>Roop Apts, S V Road,<br>Below Ruby Hospital, Jogeshwari (West), Mumbai- 400102<br>Tel. No.: 7304501002/03<br>Mobile: 9870145456<br>Email: praveshs@dcbbank.com |
| 18 | Patna         | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>Patna- 800001<br>STD Code: 0612<br>Tel. No.: 2322569<br>Email: crpc@rbi.org.in                                                                                                                   | Bihar and Jharkhand                                                                                                                                      | <b>Mr. Debraj Dasgupta</b><br>Circle Head Retail Banking<br>15, Brabourne Road, Gr Floor.<br>Banerjee Bhawan,<br>Kolkata- 700001<br>Tel. No.: 7304511701<br>Mobile: 9830650178<br>Email: debrajd@dcbbank.com                                               |
| 19 | New Delhi (I) | Office of Banking Ombudsman<br>C/o Reserve Bank of India,<br>06, Sansad Marg, New Delhi<br>STD Code: 011<br>Tel. No.: 23313359<br>Email: crpc@rbi.org.in                                                                                                     | Delhi, Jammu and Kashmir and Ghaziabad and Gautam Buddha Nagar districts of Uttar Pradesh, Haryana (except Panchkula, Yamuna Nagar and Ambala Districts) | <b>Ms. Babita Malhotra</b><br>Senior Regional Head<br>Retail Banking<br>A-34, Anand Vihar,<br>Near Anand Vihar Gurudwara, Delhi- 110092<br>Tel. No.: 8655810259<br>Mobile: 9810169882<br>Email: babitamalhotra@dcbbank.com                                 |

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| 20 | New Delhi (II) | Office of Banking Ombudsman<br>C/o Reserve Bank of India,<br>Sansad Marg,<br>New Delhi<br>STD Code: 011<br>Tel. No.: 23715393<br>Email: crpc@rbi.org.in                                                                                | Haryana (except Panchkula, Yamuna Nagar and Ambala Districts) and Ghaziabad and Gautam Buddha Nagar districts of Uttar Pradesh | <b>Ms. Babita Malhotra</b><br>Senior Regional Head<br>Retail Banking<br>A-34, Anand Vihar,<br>Near Anand Vihar Gurudwara, Delhi-110092<br>Tel. No.: 8655810259<br>Mobile: 9810169882<br>Email: babitamalhotra@dcbbank.com   |
| 21 | Raipur         | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>54/949, Shubhashish<br>Parisar, Satya Prem Vihar<br>Mahadev Ghat Road,<br>Sundar Nagar,<br>Raipur- 492013<br>STD Code: 0771<br>Tel. No.: 2244246<br>Email: crpc@rbi.org.in | Chhattisgarh                                                                                                                   | <b>Mr. Sumit Samantaray</b><br>Regional Head AIB Banking<br>Mobin Mansion, Ward No. 40,<br>EAC Colony, Opp. Khalsa School<br>Pandri Road,<br>Raipur- 492001<br>Mobile: 7381010539<br>Email:<br>sumit.samantaray@dcbbank.com |
| 22 | Ranchi         | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>Fourth Floor, Pragati<br>Sadon,<br>RRDA Building,<br>Kutchery Road,<br>Ranchi- 834001<br>STD Code: 0651<br>Tel. No.: 2210512<br>Fax No.: 2210515<br>Email: crpc@rbi.org.in | Jharkhand                                                                                                                      | <b>Mr. Debraj Dasgupta</b><br>Circle Head Retail Banking<br>15, Brabourne Road, Gr Floor.<br>Banerjee Bhawan,<br>Kolkata- 700001<br>Tel. No.: 7304511701<br>Mobile: 9830650178<br>Email: debrajd@dcbbank.com                |
| 23 | Shimla         | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>Main Market, Kasumpti<br>Shimla- 171009<br>STD Code: 0177<br>Tel. No.: 2627320<br>Email: crpc@rbi.org.in                                                                   | Himachal Pradesh                                                                                                               | <b>Mr. Shishir Aggarwal</b><br>Regional Head Retail Banking<br>Ground, First, Second Floor,<br>SCO-238, Sec-12,<br>Karnal- 132001<br>Tel. No.: 7304516501<br>Mobile: 9541420053<br>Email: shishir.aggarwal@dcbbank.com      |

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| 24 | Thiruvananthapuram | Office of Banking Ombudsman<br>C/o Reserve Bank of India<br>Bakery Junction<br>Thiruvananthapuram-695033<br>STD Code: 0471<br>Tel. No.: 2326769<br>Email: crpc@rbi.org.in | Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry (only Mahe Region) | <b>Mr. Lakshmi Narayana Balantrapu</b><br>Senior Regional Head<br>Retail Banking<br>8-2-120/84, 2nd floor,<br>Jyoti Majestic, Banjara Hills,<br>Hyderabad- 500033<br>Tel. No.: 040-67414602<br>Mobile: 9177734567<br>Email:<br>lakshmi.balantrapu@dcbbank.com |
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