

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.

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

3	Bhopal	Office of Banking Ombudsman C/o Reserve Bank of India Hoshangabad Road Post Box No. 32, Bhopal- 462011 STD Code: 0755 Tel. No. 2573772 Email: crpc@rbi.org.in	Madhya Pradesh	Mr. Chandrakant Rajput State Head Agri & Inclusive Banking Plot No-160, Zone - 1, Devashish Complex, MP Nagar, Bhopal- 462011 Tel. No. (0755) 4912911 Mobile: 9630073189 Email: chandrakant.rajut@dcbbank.com
4	Bhubaneswar	Office of Banking Ombudsman C/o Reserve Bank of India Pt. Jawaharlal Nehru Marg Bhubaneswar- 751001 STD Code: 0674 Tel. No. 2396207 Email: crpc@rbi.org.in	Odisha	Mr. Priyabrata Samal Regional Head AIB Branch Banking 3rd Floor, Plot No-327, District Centre, Chandrasekharapur, Bhubaneswar- 751016 Mobile: 8455881131 Email: priyabrata.samal@dcbbank.com
5	Chandigarh	Office of Banking Ombudsman C/o Reserve Bank of India 4th Floor, Sector 17 Chandigarh STD Code: 0172 Tel. No. 2721109, 2721011, 2727118 Email: crpc@rbi.org.in	Himachal Pradesh, Punjab and Union Territory of Chandigarh and Panchkula, Yamuna Nagar and Ambala Districts of Haryana	Mr. Shishir Aggarwal Regional Head Retail Banking Ground, First, Second Floor, SCO-238, Sec-12, Karnal- 132001 Tel. No. 7304516501 Mobile: 9541420053 Email: shishir.aggarwal@dcbbank.com
6	Chennai (I)	Office of Banking Ombudsman C/o Reserve Bank of India Fort Glacis, Chennai- 600001 STD Code: 044 Tel. No. 25395964 Fax No. 25395488 Email: crpc@rbi.org.in	Tamil Nadu, Union Territories of Puducherry (except Mahe Region) and Andaman and Nicobar Islands	Mr. Lakshmi Narayana Balantrapu Senior Regional Head Retail Banking 8-2-120/84, 2nd floor, Jyoti Majestic, Banjara Hills Hyderabad- 500034 Tel. No. (040) 67414602 Mobile: 9177734567 Email: lakshmi.balantrapu@dcbbank.com

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

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

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

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

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