

## Annexure 6: Addresses of Banking Ombudsman

Dear customer,

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

If the customer is not satisfied with the resolution given by the Bank, within 30 days the complainants, may approach the Banking Ombudsman appointed by Reserve Bank of India under the Banking Ombudsman Scheme, 2006, for resolution of complaints relating to deficiency in banking services. The complaints under the Scheme can be registered on the portal (<https://cms.rbi.org.in>). The complaint may also be submitted through electronic or physical mode in such format and containing such information as may be specified by Reserve Bank to the Centralized Receipt and Processing Centre as notified by the Reserve Bank. The complaint, if submitted in physical form, shall be duly signed by the complainant or by the authorized representative.

Sr. No.	Centre	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-380 009 STD Code: 079 Tel. No. 26582357 Email: <a href="mailto:crpc@rbi.org.in">crpc@rbi.org.in</a>	Gujarat, Union Territories of Dadra and Nagar Haveli, Daman and Diu	<b>Mr. Chetan Bahl</b> Zonal Head Retail Banking 8th Floor, Pariseema Annexe Opp IFC Bhawan, C.G. Road Ellisbridge, Ahmedabad 380 006 Tel No: (079) 66052582 Mobile: 92275 29999 Email ID: <a href="mailto:chetanbahl@dcbbank.com">chetanbahl@dcbbank.com</a>
2	Bengaluru	Office of Banking Ombudsman C/o Reserve Bank of India 10/3/8, Nrupathunga Road Bengaluru -560 001 STD Code: 080 Tel. No. 22277660/22180221 Email: <a href="mailto:crpc@rbi.org.in">crpc@rbi.org.in</a>	Karnataka	<b>Mr. Chetan Bahl</b> Zonal Head Retail Banking (South II) Old No 37/1, New No 2/1 Jambulingam Street, Nungambakkam, Chennai 600034 Tel No: (079) 66052582 Mobile: 92275 29999 Email ID: <a href="mailto:chetanbahl@dcbbank.com">chetanbahl@dcbbank.com</a>

3	Bhopal	Office of Banking Ombudsman C/o Reserve Bank of India Hoshangabad Road Post Box No. 32, Bhopal-462 011 STD Code: 0755 Tel. No. 2573772/2573779 Email: crpc@rbi.org.in	Madhya Pradesh and Chhattisgarh	<b>Mr. Kishore Kumar</b> Zonal Head-AIB-North Agri & Inclusive Banking Official Address: DCB Bank Ltd, Plot No-160, Zone - 1, Devashish Complex, MP Nagar, Bhopal - 462011 Tel No: (0755) 4912911 Mobile: 99230 01769 Email ID: kishore.kumar@dcbbank.co m
4	Bhubaneswar	Office of Banking Ombudsman C/o Reserve Bank of India Pt. Jawaharlal Nehru Marg Bhubaneswar-751 001 STD Code: 0674 Tel. No. 2396207 Email: crpc@rbi.org.in	Odisha	<b>Mr. Durga Prasad Rath</b> Circle Head Agri & Inclusive Banking Laxmi sagar, Cuttack Road Near Falcon House Bhubaneswar 751006 Tel No: (0674) 3057040 Mobile: 99370 12032 Email ID: <a href="mailto:durga@dcbbank.com">durga@dcbbank.com</a>
5	Chandigarh	Office of Banking Ombudsman C/o 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	<b>Mr. Ajay Ahluwalia</b> Zonal Head Retail Banking Plot No.28, Block CC, Kalkaji, Outer Ring Road, New Delhi- 110019 Tel No: 9152078435 Mobile: 98104 68695 Email ID: <a href="mailto:ajaya@dcbbank.com">ajaya@dcbbank.com</a>
6	Chennai	Office of Banking Ombudsman C/o Reserve Bank of India Fort Glacis, Chennai 600 001 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	<b>Mr. Chetan Bahl</b> Zonal Head Retail Banking (South II) Old No 37/1, New No 2/1 Jambulingam Street, Nungambakkam, Chennai 600034 Tel No: (079) 66052582 Mobile: 92275 29999 Email ID: <a href="mailto:chetanbahl@dcbbank.com">chetanbahl@dcbbank.com</a>

7	Dehradun	Office of Banking Ombudsman C/o Reserve Bank of India 74/1 G.M.V.N. Building, 1st floor, Rajpur Road, Dehradun - 248 001 STD Code: 0135 Tel No.: 2742001 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	<b>Mr. Ajay Ahluwalia</b> Zonal Head Retail Banking Plot No.28, Block CC, Kalkaji, Outer Ring Road, New Delhi- 110019 Tel No: 9152078435 Mobile: 9810468695 Email ID: <a href="mailto:ajaya@dcbbank.com">ajaya@dcbbank.com</a>
8	Guwahati	Office of Banking Ombudsman C/o Reserve Bank of India Station Road, Pan Bazar Guwahati-781 001 STD Code: 0361 Tel.No. 2542556/ 2512929 Email: crpc@rbi.org.in	Assam	<b>Mr.Subhasish Das</b> State Head Retail Banking 39, Shakespeare Sarani, Ground floor, Premlata Building, Kolkata,700 017 Tel No: 7304507906 Mobile: 9922290551 Email ID: <a href="mailto:Subhasish.das@dcbbank.com">Subhasish.das@dcbbank.com</a>
9	Hyderabad	Office of Banking Ombudsman C/o Reserve Bank of India 6-1-56, Secretariat Road Saifabad, Hyderabad-500 004 STD Code: 040 Tel. No. 23210013 Email: crpc@rbi.org.in	Andhra Pradesh and Telangana	<b>Mr. Lakshmi Narayana Balantrapu</b> State Head Retail Banking (South I) 8-2-120/84 2nd floor, Jyoti Majestic, Banjara Hills Hyderabad,500 034 Tel No: (040) 67414602 Mobile: 91777 34567 Email ID: <a href="mailto:lakshmi.balantrapu@dcbbank.com">lakshmi.balantrapu@dcbbank.com</a>
10	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	<b>Mr. Ajay Ahluwalia</b> Zonal Head Retail Banking Plot No.28, Block CC, Kalkaji, Outer Ring Road, New Delhi- 110019 Tel No: 9152078435 Mobile: 98104 68695 Email ID: <a href="mailto:ajaya@dcbbank.com">ajaya@dcbbank.com</a>

11	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	<b>Mr. Ajay Ahluwalia</b> Zonal Head Retail Banking Plot No.28, Block CC, Kalkaji, Outer Ring Road, New Delhi- 110019 Tel No: 9152078435 Mobile: 98104 68695 Email ID: <a href="mailto:ajaya@dcbbank.com">ajaya@dcbbank.com</a>
12	Kanpur	Office of Banking Ombudsman C/o Reserve Bank of India M. G. Road, Post Box No. 82 Kanpur-208 001 STD Code: 0512 Tel. No. 2305174/2303004 Email: crpc@rbi.org.in	Uttar Pradesh (excluding Districts of Ghaziabad and Gautam Buddha Nagar) and Uttarakhand	<b>Mr. Ajay Ahluwalia</b> Zonal Head Retail Banking Plot No.28, Block CC, Kalkaji, Outer Ring Road, New Delhi- 110019 Tel No: 9152078435 Mobile: 98104 68695 Email ID: <a href="mailto:ajaya@dcbbank.com">ajaya@dcbbank.com</a>
13	Kolkata	Office of Banking Ombudsman C/o Reserve Bank of India 15, Netaji Subhash Road Kolkata-700 001 STD Code: 033 Tel. No. 22310217 Email: crpc@rbi.org.in	West Bengal and Sikkim	<b>Mr. Subhasish Das</b> State Head Retail Banking 39, Shakespeare Sarani, Ground floor, Premlata Building, Kolkata,700 017 Tel No: 7304507906 Mobile: 9922290551 Email ID : <a href="mailto:Subhasish.das@dcbbank.com">Subhasish.das@dcbbank.com</a>
14	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-400 008 STD Code: 022 Tel No. 23022028 Email: crpc@rbi.org.in	Districts of Mumbai, Mumbai Suburban and Thane	<b>Mr. Ayon Dutta Gupta</b> Zonal Head Retail Banking DCB Bank Ltd. Shop 1 - 4 Madhuban CHS Ltd, Yari Road, Versova Mumbai - 400 061 Tel No: (022) 26363568 Mobile: 9820549608 Email ID: <a href="mailto:ayong@dcbbank.com">ayong@dcbbank.com</a>
15	Mumbai (II)	Office of Banking Ombudsman C/o Reserve Bank of India 4th Floor, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400 008 STD Code: 022 Tel No:23028140 Fax: 23022024 Email: crpc@rbi.org.in	Goa and Maharashtra, (except the districts of Mumbai, Mumbai Suburban and Thane)	<b>Mr. Ayon Dutta Gupta</b> Zonal Head Retail Banking DCB Bank Ltd. Shop 1 - 4 Madhuban CHS Ltd, Yari Road, Versova Mumbai - 400 061 Tel No: (022) 26363568 Mobile: 9820549608 Email ID: <a href="mailto:ayong@dcbbank.com">ayong@dcbbank.com</a>

16	Patna	Office of Banking Ombudsman C/o Reserve Bank of India Patna-800 001 STD Code: 0612 Tel. No. 2322569/2323734 Email: crpc@rbi.org.in	Bihar and Jharkhand	<b>Mr. Subhasish Das</b> State Head Retail Banking 39, Shakespeare Sarani, Ground floor, Premlata Building, Kolkata,700 017 Tel No: 7304507906 Mobile: 9922290551 Email ID : <a href="mailto:Subhasish.das@dcbbank.com">Subhasish.das@dcbbank.com</a>
17	New Delhi (I)	Office of Banking Ombudsman C/o Reserve Bank of India, Sansad Marg, New Delhi STD Code: 011 Tel. No. 23725445 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>Mr. Ajay Ahluwalia</b> Zonal Head Retail Banking Plot No.28, Block CC, Kalkaji, Outer Ring Road, New Delhi- 110019 Tel No: 9152078435 Mobile: 98104 68695 Email ID: <a href="mailto:ajaya@dcbbank.com">ajaya@dcbbank.com</a>
18	New Delhi (II)	Office of Banking Ombudsman C/o Reserve Bank of India, Sansad Marg, New Delhi STD Code: 011 Tel. No. 23725445 Email: crpc@rbi.org.in	Haryana (except Panchkula, Yamuna Nagar and Ambala Districts) and Ghaziabad and Gautam Buddha Nagar districts of Uttar Pradesh	<b>Mr. Ajay Ahluwalia</b> Zonal Head Retail Banking Plot No.28, Block CC, Kalkaji, Outer Ring Road, New Delhi- 110019 Tel No: 9152078435 Mobile: 98104 68695 Email ID: <a href="mailto:ajaya@dcbbank.com">ajaya@dcbbank.com</a>
19	New Delhi (III)	Office of Banking Ombudsman C/o Reserve Bank of India, Sansad Marg, New Delhi STD Code: 011 Tel. No. 23725445 Email: crpc@rbi.org.in		<b>Mr. Ajay Ahluwalia</b> Zonal Head Retail Banking Plot No.28, Block CC, Kalkaji, Outer Ring Road, New Delhi- 110019 Tel No: 9152078435 Mobile: 98104 68695 Email ID: <a href="mailto:ajaya@dcbbank.com">ajaya@dcbbank.com</a>

20	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	<b>Mr. Rudra Narayan Pati</b> Regional Head-North Agri & Inclusive Banking 1st Floor, Devashish Complex, Plot No: -160, Zone 1, M.P.Nagar, Bhopal - 462011 Tel No: (0755) 4901122 Mobile: 7381075313 Email ID:rudranarayan.pati@dcbbank.com
21	Ranchi	Office of Banking Ombudsman C/o Reserve Bank of India 4th Floor, Pragati Sadan, RRDA Building, Kutchery Road, Ranchi Jharkhand 834001 STD Code: 0651 Tel No.: 8521346222/9771863111/ 7542975444 Email : crpc@rbi.org.in	Jharkhand	<b>Mr. Subhasish Das</b> State Head Retail Banking 39, Shakespeare Sarani, Ground floor, Premlata Building, Kolkata,700 017 Tel No: 7304507906 Mobile: 9922290551 Email ID : <a href="mailto:Subhasish.das@dcbbank.com">Subhasish.das@dcbbank.com</a>
22	Thiruvananthapuram	Office of Banking Ombudsman C/o Reserve Bank of India Bakery Junction Thiruvananthapuram-695 033 STD Code: 0471 Tel. No. 2332723/2323959 Email: crpc@rbi.org.in	Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry (only Mahe Region)	<b>Mr. Chetan Bahl</b> Zonal Head Retail Banking (South II) Old No 37/1, New No 2/1 Jambulingam Street, Nungambakkam, Chennai 600034 Tel No: (079) 66052582 Mobile: 92275 29999 Email ID: <a href="mailto:chetanbahl@dcbbank.com">chetanbahl@dcbbank.com</a>

\*\*\*\*\*