

Note: Kindly note that this below procedure is applicable for Indian Bank IBU, GIFT City-related complaints and grievances only.

Complaint Handling & Grievance Redressal Mechanism
Indian Bank – IFSC Banking Unit (IBU), GIFT City

Indian Bank-IBU, offers efficient and transparent banking services. For complaint or grievance regarding the services, please reach us at

https://apps.indianbank.bank.in/cgrc/frm_cgrs_cust_welcome_new_UA1.aspx

Step 1: Acknowledgement

All the complaints lodge at this portal, shall be acknowledged and system will be assigned a tracker ID for future reference.

Step 2: Resolution at Level 1

The designated officials will examine the complaint, investigate the matter, and provide an appropriate response or resolution to the complainant.

Step 3: Complaint Redressal Officer (CRO) Level II

In case the customer is not satisfied with the response from level I, customer may escalate the complaint, quoting the unique tracking ID, to the Complaint Redressal Officer at the following address.

Designation: Compliance Officer
Email: goutam.burnwal@indianbank.bank.in
Phone: +91-79-61717263

Step 4: Complaint Redressal Appellate Officer (CRAO) Level III

If the complainant still is not satisfied with the decision communicated by the CRO, an appeal may be submitted to the Complaint Redressal Appellate Officer (CRAO) within 21 days from receipt of the CRO's decision at the following address.

Designation: Head of IBU
Email: anandkumar.singh2@indianbank.co.in
Phone: +91-79-61717261

Step 5: Escalation to IFSCA

Where the complainant is not satisfied even after exhausting the Bank's appellate mechanism, the complaint may be escalated to IFSCA through e-mail @ grievanceredressal@ifsc.gov.in within 21 days of the Bank's final decision.

The following items shall not fall under this grievances redressal mechanism.

- Anonymous complaints
- Incomplete or vague complaints
- Allegations without supporting documents
- Requests for information/clarifications
- Complaints outside the jurisdiction of IBU
- Complaints relating to commercial decisions of the Bank
- Frivolous, vexatious or employee-related dispute