

**LIST OF BCSBI CODE COMPLIANCE OFFICERS & NODAL OFFICERS FOR GRIEVANCE REDRESSAL
CHIEF GRIEVANCE REDRESSAL OFFICER/ PRINCIPAL CODE COMPLIANCE OFFICER OF THE BANK**

Branch Managers are the Nodal Officer for Grievance Redressal at the Branch

THE ZONAL MANAGER OF EACH ZONE IS THE NODAL OFFICER FOR GRIEVANCE REDRESSAL AT

ZONE AS LISTED BELOW:

Agra (NBG-North-II)	1 st Floor, Jeevan Prakash, LIC Bldg., Sanjay Place, M.G. Road, Agra - 282002	Shri Priyabrata Pattanayak	0562-2521324, 2525953, Fax: 0562-2852536	zo.agra@bankofindia.co.in
Ahmedabad (NBG Central)	Bank of India Bldg., Post Box No.8, Bhadra, Ahmdabad-380 001	Shri Bikram Keshari Mishra	079-25353091 25353088/0556 Fax:079-25354159/ 25350451	zo.ahmedabad@bankofindia.co.in
Amritsar (NBG- North-I)	C/O Amritsar Main Branch, Hall Bazar, Amritsar	Shri Anil Jain	0183 – 2560216 2210547 Fax No 0183 – 2210456	zo.amritsar@bankofindia.co.in
Andhra Pradesh (NBG-South)	28-2-49 Dasapalla Complex, Suryabagh, Vishaka Patnam 530020	Shri B. Kumar	0891-2535688, 2718378 Fax: 0891-2535778	zo.andhrapradesh@bankofindia.co.in
Bardhaman (NBG-East)	Parbati Bhavan, 1 st floor, Badamtala, Kalna Road, Bardhaman-713101	Shri Rabindra Kumar Dash	0342-2664060/ 2665701/ 702/703	zo.bardhaman@bankofindia.co.in
Bengaluru (NBG-South)	11, Bank of India Bldg., Kempegowda Road, Bengaluru-560009	Shri Shadaksharappa Eswarappa	080-22959400/01 Fax:080-22289054	zo.bengaluru@bankofindia.co.in
Bhagalpur (NBG-North-II)	Adampur Chowk, Bhagalpur-812001	Shri Arunabha Chandra	0641-2242150, 2420688 Fax: 0641- 2226084, 2406026	zo.bhagalpur@bankofindia.co.in

Bhopal (NBG-Central)	New Zonal Head Qtrs.Bldg., Opp: Central Jail, Jail Road, Bhopal - 462011	Shri Biswajit Mishra	0755- 2553354 2554404 Fax: 0755-2553779	zo.bhopal@bankofindia.co.in
Bhubaneswar (NBG-East)	1/1D, Jayadev Vihar, Nayapalli, Bhubaneswar 751105	Shri Y N Dwivedi	0674 - 2362644 / 2361318 2559257 Fax0674- 2362247, 2559247	zo.bhubaneswar@bankofindia.co.in
Bokaro (NBG-Jharkhand- Chhattisgarh)	1 st floor,E-17,CITI centre Sector-IV, Bokaro steel city,Jharkhand- 827004	Shri Debashish Shome	06542- 226252/ 231520 231067,231501 , 231263 Fax: 06542- 222496/231573	zo.bokaro@bankofindia.co.in
Chandigarh (NBG-North-I)	Star house, SCO 76- Sector -31A , Chandigarh 160030	Shri Sukhdev Singh Khera	0172-2703212 2671504/26555 88 Fax: 0172- 2704350	zo.chandigarh@bankofindia.co.in
Chennai (NBG-South)	Bank of India Bldg., 2nd Floor, 17,Erabalu, Chetty St., Chennai - 600001	Shri K.V.Prakash	044-66777510 66777500/501 Fax: 04466777505/ 515	zo.chennai@bankofindia.co.in
Coimbatore (NBG-South)	Star house 324, Oppanakara Street, P. Box No.337, Coimbatore- 641001	Shri T.Raveendran	0422-2397221, 2397056 Fax: 0422-2390806	zo.coimbatore@bankofindia.co.in
Dehradun (NBG-North-II)	Shree Mahavir Tower, Shimla Bye-pass Road, Sevla Kalan, Dehradun- 248171	Shri Arvind Kumar	Phone No: 0120 – 2404030/138 fax-0120- 2403782 /83	zo.dehradun@bankofindia.co.in
Dhanbad (NBG-Jharkhand / Chhattisgarh)	S.R. Mansion, Shastri Nagar, P.O. Dhanbad, Dhanbad- 826 001	Shri Sanjay Kumar	0326- 2304012/23036 50 Fx: 0326- 2302522 2303040	zo.dhanbad@bankofindia.co.in
Gandhinagar (NBG Central)	1 st Floor, Bank of India Bldg.,Sector No.16, Gandhinagar 382016	Shri Akhilesh Jalota	079-23222659 23223561 Fax: 079-23223397	zo.gandhinagar@bankofindia.co.in

Ghaziabad (NBG-North-II)	B-32, Sector-62 Sandipani, STC Bldg., B-32, Sector 62, Noida 201307	Shri Vivekanand Dubey	0120- 2404132/134, 2404030 Fax: 0120-2403782,	zo.ghaziabad@bankofindia.co.in
Goa (NBG-West-I)	Dempo House Post Box, No.291, Campal, Panaji 403 001	Shri Prashant J Naik	0832-2424627, 2404404/24044 00, Fax:0832- 2421505 2437003	zo.goa@bankofindia.co.in
Guwahati (NBG-East)	Saikia Commercial Complex, Sreenagar , G.S Road, Christian Basti, Guwahati - 781005	Shri Amitabh Banerjee	0361- 2347993/4/5 FAX) 0361- 2347994	zo.guwahati@bankofindia.co.in
Hazaribagh (NBG-Jharkhand / Chhattisgarh)	P.B.No.34, Vidya Niwas, Raja Ram Mohan Roy Rd. Zulu Park, Hazaribagh 825 301	Shri Ramesh Chandra Behera	06546- 223983/227792 Fax:06546- 222900	zo.hazaribagh@bankofindia.co.in
Howrah (NBG-East)	4 th floor, 5, B.T.M Sarani, Kolkata- 700001	Shri Susanta Sekhar Das	033-26665782/ 3523, 22623525,26,2 7 Fax: 033- 22623529	zo.howrah@bankofindia.co.in
Hubblli- Dharwad (NBG-South)	Shiva-Naga Plaza, 1 st floor, Basaveswarnagar Cross, Gokul Road, Hubblli- 580030.	Shri Venkata Ramkrishna Bulusu	0836-2333305/ 02	zo.hubballidharwad@bankofindia.co.in
Indore (NBG-Central)	345-A, PU-4 Sch.-54 A.B Road, Indore 452003	Shri Auro Kumar Mohapatra	0731- 2445101 / 111 2445100 -150 Fax: 0731- 2445145/7	zo.indore@bankofindia.co.in
Jaipur (NBG-North-I)	Star House,,B- 4, Sector 2, Jawaharnagar, Jaipur- 302004.	Shri Tilak Raj	0141- 2656221, 2658002, 2656234 Fax- 0141-2366483, 2656223	zo.jaipur@bankofindia.co.in
Jamshedpur (NBG- Jharkhand / Chhattisgarh)	Bank of India Building, P.B no. 36 Main Road, Bistupur, Jamshedpur, 831 001	Shri Amit Kumar Khan	0657- 2434285 2436469 Fax:0657- 2428978	zo.jamshedpur@bankofindia.co.in
Jodhpur (NBG-North-I)	C/O PratapNagar Branch Jashoda Tower Akhaliya Circle, Jodhpur	Shri Balbir Singh Chauhan	0291-2760086, 2755443, 2754443	zo.jodhpur@bankofindia.co.in

Kanpur (NBG-North-II)	78-A, Raj bhavan Canal Road, (near Juhan Devi Girls College,Kanpur- 208 001	Shri Prashant Kumar Singh	0512-2306671,2304318/4338 Fax: 0512-2304318, 2326026	zo.kanpur@bankofindia.co.in
Keonjhar (NBG-East)	Mining Road, Keonjhargarh Dist. Keonjhar-758001	Shri Gupte Ram Naik	06766-255896, 255297 Fax: 06766-255292	zo.keonjhar@bankofindia.co.in
Kerala (NBG-South)	Kaloor Towers, Door No.36/195, Kaloor-Kadavanthara Road,Kaloor, Kochi-682017	Shri Mahesh Kumar Velayudhan	0484-2349686, 2344280, 2338480 Fax: 0484-2349720	zo.kerala@bankofindia.co.in
Khandwa (NBG-Central)	1 st floor Anand nagar branch, B.T.College Road, Anand Nagar, Khandwa - 450001	Shri Bimal S Gadhwala	0733-2248534 / 2248569 2248746 Fax:0733-2249338	zo.khandwa@bankofindia.co.in
Kolhapur (NBG-West-II)	1519, Jaydhava Bldg., 2nd floor, Laxmipuri, Kolhapur-416005	Shri Nitin G Deshpande	0231-2646375,2646371 Fax:0231-2646377	zo.kolhapur@bankofindia.co.in
Kolkata (NBG-East)	5, BTM Sarani, Brabourne Road, Kolkata-700001	Shri Radhakanta Hota	033-22318938 , 22481973 Fax: 033- 22104375	zo.kolkata@bankofindia.co.in
Lucknow (NBG-North-II)	Star House, Vibhuti Khand, Gomti nagar, Lucknow	Shri Rajendra Manpandey	0522-2721592, 2721541, 2721486 Fax:0522-2215919, 2721511	zo.lucknow@bankofindia.co.in
Ludhiana (NBG-North-1)	1 st Floor, 579 R, Model Town, Ludhiana -141 002	Shri Kuldeep Jindal	0161-2410809, 2405977, Fax: 0161-2410648	zo.ludhiana@bankofindia.co.in
Mumbai North (NBG-West-I)	2 nd Floor, BOI Bldg., Opp: Natraj Market, S.V. Road, Malad West, Mumbai 400 064	Shri Girish Kumar Singh	022-28827770/ 28821399, 28824842,Fax: 022 -28827771, 28825578	zo.mnz @ bankofindia.co.in
Mumbai South (NBG-West-I)	4 th floor, Bank of India Bldg., 70-80,M.G. Road,P.B no.238, Fort, Mumbai 400 023	Shri Mina Ketan Das	022-22623656,22622717 Fax:022-22625985,22673509	zo.mumbaisouthzone@bankofindia.co.in
Muzaffarpur (NBG-North-II)	Pankaj Market, Saraiyaganj, Muzaffarpur-842001	Shri Nakula Behera	0621-2273695 2273634	zo.muzaffarpur@bankofindia.co.in

Nagpur (NBG-West-II)	BOI Bldg., 3rd Floor, Sardar Vallabhpi Patel Marg P.B no.4, Kings-way, Nagpur 440001	Shri Vilas Parate	0712-2531404, 2532205, Fax : 0712-2520558	zo.nagpur@bankofindia.co.in
Navi Mumbai (NBG-West-I)	Bank of India Bldg., 2nd floor, Plot no.11 Sector-11, CBD Belapur,	Shri Vishwajeet Singh	022-27564910/ 12/13, 27564126/ 909 Fax:27564911	zo.navimumbai@bankofindia.co.in
New Delhi (NBG-North-I)	Star House , H-2, Connaught Circus, Middle Circle, New delhi-110001.	Smt Binata Sengupta	011-23310526 23722158 23311647 Fax:011- 23317365 23718085	zo.newdelhi@bankofindia.co.in
Patna (NBG-North-II)	Chanakya Place, Birchand Patel Marg, Patna 800001	Shri Anil Kumar Singh	0612-2220640, 2223369/567 Fax:0612- 2223178	zo.patna@bankofindia.co.in
Pune (NBG-West-II)	1162/6, Shivaji Nagar University Road, near Observatory, Pune 411005	Shri Rajesh Ingale	020-25535421, 25535400/868 Fax:020 - 25533200	zo.pune@bankofindia.co.in
Raigad (NBG-West-I)	2 nd floor Hotel Meera Madhav, Opp. S.T Stand, Alibag402201.	Shri Vimalkishor J Rajput	02141-228895, 223995/222269 Fax:022- 222695	zo.raigad@bankofindia.co.in
Raipur (NBG- Jharkhannd / Chhattisgarh)	Star house, TATYAPARA, Kankallipara Road, RAIPUR 492001	Shri Niranjana Samantaray	Tel.0771- 4212450/ 4212401, 4212403 FAX No 0771 4212404	zo.raipur@bankofindia.co.in
Rajkot (NBG-Central)	Bank of India Bldg., 1st Floor, Para Bazar, P.B. 24, M.G. Road, Rajkot 360 001	Shri Manoj Kumar	0281-2240601, 2231277 Fax: 0281- 2224154	zo.rajkot@bankofindia.co.in
Ranchi (NBG- Jharkhannd / Chhattisgarh)	Pradhan Tower , Main Road, Ranchi South Jharkhand-834001	Shri Tejeswar Patnaik	0651- 2330520/ 2331386, 2200837 Fax: 0651- 2330138	zo.ranchi@bankofindia.co.in
Ratnagiri (NBG-West-II)	Near Arogya Mandir, Ratnagiri-Kolhapur Highway, Shivajinagar, Ratnagiri 415639	Shri B.V.S. Atchutarao	02352-226145, 223155 Fax: 02352- 222782	zo.ratnagiri@bankofindia.co.in

Siliguri (NBG-East)	Goyal Mansion, Pranami Mandir Road, off Sevoke Road, Siliguri 734 401	Shri Arajun Lal Yadav	0353-2642221 , 2641718 Fax: 0353-2642985	zo.siliguri@bankofindia.co.in
Solapur (NBG-West-II)	Sahyadri Shopping Centre Old Employment Exchange Chowk, , Solapur-413 001	Shri P.B. Kamble	0217-2319479, 2317077 Fax: 0217- 2310454	zo.solapur@bankofindia.co.in
Telangana (NBG-South)	P.T.I. Bldg., 1st Floor, 1-10-1199/2, A.C. Guards, Hyderabad - 500 004	Shri Sharda Bhushan Rai	040-2315172, 23315263, Fax: 040- 23315173	zo.telangana@bankofindia.co.in
Ujjain (NBG-Central)	Post Bag No.10, 18, Shanku Marg, Freeganj Ujjain- 456001	Shri John Kerketta	0734- 2574800 / 2525545 Fax: 0734-2515793	zo.ujjain@bankofindia.co.in
Vadodara (NBG-Central)	1 st Floor, Bank of India Bldg., Ellora Park, Subhanpura, Vadodara-390007	Shri Nalin Kumar Mehta	0265-2397895 2396114 Fax: 0265- 2327031 2397931	zo.vadodara@bankofindia.co.in
Varanasi (NBG-North-II)	B-20/44, A-7, Bhelupura, Varanasi-221010	Shri Rabindranath Sarkar	0542- 2276209/94/ 6844 Fax: 0542- 2276210	zo.varanasi@bankofindia.co.in
Vidharbha (NBG-West-II)	BOI Bldg., 2nd Floor, Sardar Vallabhpai Patel Marg P.B no.4, Kingsway, Nagpur-440001	Shri L. Murali Krishna Raju	0712-2533353, 2526909/504 Fax: 0712- 2541034	zo.vidarbha@bankofindia.co.in

For Customer complaints, mail to: ho.customerservice@bankofindia.co.in
(15 digit account number to be mentioned in the subject line)

For Customer/Non-customers, mail to: ho.cebb@bankofindia.co.in

For suggestions: star.sampark@bankofindia.co.in

Nodal Officer for Grievance Redressal /BCSBI compliance officer at Head Office

1. Assistant General Manager
Smt. Phani Deshmukh,
Customer Excellence Branch Banking Dept., Head Office,
Star House I, C-5, "G" Block, 2nd floor (east) wing,
Bandra-Kurla Complex, Bandra (East), Mumbai 400051
Tel.No.022-66684479 email: phani.deshmukh@bankofindia.co.in
2. Deputy General Manager
Shri Balkrishna K Arsekar,
Customer Excellence Branch Banking Dept., Head Office,
Star House I, C-5, "G" Block, 2nd floor (West) wing,
Bandra-Kurla Complex, Bandra (East), Mumbai 400051
Tel.No.022-66684510 email: balkrishna.arsekar@bankofindia.co.in

Nodal Officer for Grievance Redressal /BCSBI compliance officer of the Bank

General Manager
Shri D. P. Sharma,
Star House I, Plot: C-5, G-Block, 2nd floor, East Wing,
Bandra-Kurla Complex, Bandra (East),
Mumbai-400 051
Tel No. 022-66684860/4479
e-mail: cgro.boi@bankofindia.co.in