

प्रधान कार्यालय HEAD OFFICE
ग्राहक श्रेष्ठता शाखा बैंकिंग विभाग
CUSTOMER EXCELLENCE BRANCH BANKING DEPARTMENT

Escalation Matrix for Grievance Redressal available to customers

Level	Escalation	Particulars
Level – 1	Branch Level	In case of any complaint, the matter may be first brought to the notice of concerned Branch Manager for immediate Redressal.
	Online Complaint (CRM Next)	Alternatively, customer may register complaint online on our Bank's website. Upon lodging the complaint in CRM Next, the system provides a "Tracker ID" as an acknowledgement and also to track the progress of the complaint. Complainant has to preserve the "Tracker ID" for future reference.
Level – 2	Zonal Level	If the complaint is not redressed to the satisfaction of the customer, the matter may be taken up with the Zonal Manager concerned (by giving tracking number/ reference number) whose name, address and other details may be obtained by clicking the link below: https://bankofindia.co.in/customer-care#locateUsSection
Level – 3	FGMO Level	If still any complaint is not redressed, the matter may be taken up with the next level i.e. Field General Manager concerned (by giving tracking number/ reference number) whose name, address and other details may be obtained by clicking the link below: https://bankofindia.co.in/customer-care#locateUsSection
Level – 4	Chief Grievance Redressal Officer	If the complainant still feels unsatisfied with the responses received he/ she can address the complaint to the Bank's Nodal Officer at Head Office designated to deal with customers' complaints/ grievances giving full details of the case and giving tracking number/ reference number on the below mentioned address: The General Manager, Customer Excellence Branch Banking Department, Star House 2, Plot: C-4, G-Block, 8 th floor, Bandra-Kurla Complex, Bandra (East), Mumbai-400 051 Tel No. 022-6131 9841 e-mail: cgro.boi@bankofindia.co.in
External Agencies		Even after this, if he/ she is not satisfied, he/ she is free to take recourse with the Integrated Ombudsman as per the Reserve Bank Integrated Ombudsman Scheme 2021.