

**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:

S.NO.	Zone	Zonal Manager Name	Address	Contact details - ZO	ZO mail id
1	AGRA (NBG-Uttar Pradesh)	Shri Shailendra K Rao	1st Floor, Jeevan Prakash, LIC Bldg., Sanjay Place, M.G. Road, Agra - 282002	0562-2521241, 2525953	ZO.Agra@bankofindia.co.in
2	AHMEDABAD (NBG-Gujarat)	Shri Ravi Shankar	Bank of India Bldg., Post Box No.8, Bhadra, Ahemdabad-380 001	079-25353088/0556	ZO.Ahmedabad@bankofindia.co.in
3	AMRITSAR (NBG Chandigarh)	Shri Ajay Kumar Tripathi	SCO 102, District Shopping Complex, Nagpal Tower – I, Ranjit Avenue, 1st floor, Amritsar, Punjab 143001	0183 –5099331/6	Zo.Amritsar@bankofindia.co.in
4	Barasat (NBG - East)	Shri Purushottam Jena	DD/2, Salt Lake, Near City Center 1, Kolkata 700064		ZO.Barasat@bankofindia.co.in
5	BARDHAMAN (NBG-East)	Shri. Guru Prasad Gond	446/N, Amstrong Avenue, Sector:2A, Bidhan Nagar, West Bengal 713212	0747-9007351	ZO.Bardhaman@bankofindia.co.in
6	Baripada (NBG- East)	Shri Ramesh Chandra Das	Plot.88/462, Khata No.153/127 Mauja - Unit no.4(Golapbbag), Mayurbhanj Dist., Baripada -757001		zo.baripada@bankofindia.co.in
7	BENGALURU (NBG-South II)	Shri Ramesh M P	11, Bank of India Bldg., Kempegowda Road, Bengaluru- 560009	080-22959400/01	ZO.Bengaluru@bankofindia.co.in
8	BHAGALPUR (NBG-Bihar)	Shri Rajesh Kumar	2nd floor, Devdoot Complex, Radha Rani Sinha Road, Bhagalpur 812001	0641-2242150, 2420688	ZO.Bhagalpur@bankofindia.co.in
9	BHOPAL (NBG-MP & Chattisgarh)	SHRI DEEPAK KUMAR GUPTA	New Zonal Head Qtrs.Bldg., Opp: Central Jail, Jail Road, Bhopal - 462011	0755- 2553354	ZO.Bhopal@bankofindia.co.in
10	BHUBANESWAR (NBG-East)	Shri. Malayadas. S.	1/1D, Jayadev Vihar, Nayapalli, City, Bhubaneswar 751015 State Odisha	0674 -2362644	ZO.Bhubaneswar@bankofindia.co.in
11	BOKARO (NBG Jharkhand)	Shri Gopala Krishna Chopuneedi	1st floor,E-17,City Centre Sector-IV, Bokaro Steel City, Jharkhand- 827004	06542-231520	ZO.Bokaro@bankofindia.co.in
12	CHANDIGARH (NBG Chandigarh)	Shri Prashant Kumar Singh	Star house, SCO 76-82- Sector -31A , Chandigarh 160030	0172-2671501/4	ZO.Chandigarh@bankofindia.co.in
13	CHENNAI (NBG-South -I)	Smt. Sitaram Devasena	Bank of India Bldg., 2nd Floor, 17,Errabalu, Chetty Street, Chennai - 600001	044-66777500/501	ZO.Chennai@bankofindia.co.in
14	COIMBATORE (NBG-South I)	Shri Anbumani M	Star house 324, Oppanakara Street, P. Box No.337, Coimbatore- 641001	0422-2397221, 2397056 Fax: 0422-2390806	ZO.Coimbatore@bankofindia.co.in
15	DEHRADUN (NBG-Chandigarh)	Shri Jai Narain G	Shree Mahavir Towers, St. Judes Crossing, Shimla Bye-pass Road, Sevla Kalan, Dehradun- 248171 (Uttarakhand)	0135- 2640050/2641000	ZO.Dehradun@bankofindia.co.in
16	Delhi - NCR (NBG-New Delhi)	Ms. Anita Mohanty	Batra House, Plot no.52, Sector 32, Industrial Area, Gurgaon 122003		ZO.DelhiNCR@bankofindia.co.in
17	DHANBAD (NBG Jharkhand)	Shri Samir Kumar Chattopadhyay	S.R. Mansion, IInd floor, Shastri Nagar, P.O. Dhanbad, Dhanbad-826 001	0326- 2304012/2303650	ZO.Dhanbad@bankofindia.co.in
18	Dhar (NBG - MP & Chattisgarh)	Shri Anil Kumar	Plot no.58 & 59, Vasant Vihar colony, Dhar PO, Dist.Dhar,Madhya Pradesh 454001		ZO.Dhar@bankofindia.co.in
19	ERNAKULAM (NBG-South I)	Shri Srinath Namburu	Kaloor Towers, Door No.36/195, Kaloor- Kadavanthara Road, Kaloor, Kochi- 682017	0484-2344280	ZO.Kerala@bankofindia.co.in
20	GANDHINAGAR (NBG-Gujarat)	Shri Manish Kumar Phulre	1 st Floor, Bank of India Bldg.,Sector No.16, Gandhinagar 382016	079-23222659/ 23223561	ZO.Gandhinagar@bankofindia.co.in

21	GAYA (NBG - Bihar)	Shri Rakesh Dipak	315, Raj Laxmi Complex, Anugrah Puri Colony, Rampur Dist., Gaya - 823001		<a href="mailto:zo.gaya@bankofindia.co.in">zo.gaya@bankofindia.co.in</a>
22	GHAZIABAD (NBG Uttar Pradesh)	Shri Ajay Kumar Panth	B-32, Sector-62 Sandipani, STC Bldg., B-32, Sector 62, Noida 201307 (U.P)	0120-2404133/2404030	ZO.Ghaziabad@bankofindia.co.in
23	GOA (NBG-West- I)	Shri T. S.S. N. Sarma Pogula	Star House, Plot no:10, EDC Complex, Panaji, Behind Kadamba Bus Stand, Patto Plaza, Goa - 403001	0832-2404401/5/2404400	ZO.Goa@bankofindia.com
24	Gorakhpur (NBG-Uttar Pradesh)	Shri Amit Ranjan	HIG-C-227, Siddharth Enclave, opp. Ambedkar Park, Taramandal, Gorakhpur 273017		<a href="mailto:zo.gorakhpur@bankofindia.co.in">zo.gorakhpur@bankofindia.co.in</a>
25	GUWAHATI (NBG-East)	Shri. Ramesh Kumar	Saikia Commercial Complex, Sreenagar , G.S Road, Christian Basti, Guwahati, State Assam 781005	0361-2347993	ZO.Guwahati@bankofindia.co.in
26	Hardoi (NBG - Uttar Pradesh)	Shri Atul Pratap Singh	Awasthi Complex, House no.849, Near D M Chauraha, Shahjahanpur Road, Hardoi - 241001		ZO.Hardoi@bankofindia.co.in
27	HAZARIBAGH (NBG Jharkhand)	Shri Venkat K.K.Vellanki	P.B.No.34, Saketpuri, Nr. Wales Ground, Sadananad Marg, Hazaribagh, Jharkhand - 825 301	06546-272482/227792	ZO.Hazaribagh@bankofindia.co.in
28	HOWRAH (NBG-East)	Shri Biswajeet Guha	4th floor, 5, B.T.M Sarani, Brabourne Road, Kolkata-700001	033-22623529/59	ZO.Howrah@bankofindia.co.in
29	HUBBALLI- DHARWAD (NBG-South II)	Shri Balraj Tandon	Shiva-Naga Plaza, 1st floor, Basaveswarnagar Circle, Gokul Road, Hubballi- 580030.	0836-2333305/ 02	ZO.HubballiDharwad@bankofindia.co.in
30	INDORE (NBG-M.P & Chattisgarh)	Shri Bhoopesh Karaulia	345-A,PU-4 Sch.-54 A.B Road, Behind Hotel Country Inn, Indore, M. P 452010	0731-2445184 / 111	ZO.Indore@bankofindia.co.in
31	JABALPUR (NBG-MP & CHATTISGARH)	Shri Rajesh Ranjan	Rajeshwar Building, MIG 15, Damoh Road, Jabalpur	0761-4701020/4701037	<a href="mailto:zo.jabalpur@bankofindia.co.in">zo.jabalpur@bankofindia.co.in</a>
32	JAIPUR (NBG New Delhi)	Shri Desh Raj Khatik	Star House,,B-4,Sector 2, Jawahar Nagar, Jaipur- 302004	0141- 2658002/07	ZO.Jaipur@bankofindia.co.in
33	JAMSHEDPUR (NBG Jharkhand)	Shri Anuj Agrawal	Bank of India Building, P.B no. 36 Main Road, Bishtupur, Jamshedpur, 831 001	0657-2434285	ZO.Jamshedpur@bankofindia.co.in
34	JODHPUR (NBG New Delhi)	Shri Manoj Kumar Srivastava	Yashoda Tower, Akhliya Circle, Chopasani Road, Jodhpur 342008	0291-2659644/2659601	ZO.Jodhpur@bankofindia.co.in
35	KANPUR (NBG-UTTAR PRADESH)	Shri Neeraj Tiwari	78-A, Raj Bhavan Canal Road, (near Juhan Devi Girls College, Kanpur- 208 004	0512-2985001	ZO.Kanpur@bankofindia.co.in
36	KEONJHAR (NBG-East)	Shri. Umesh Kumar Rath	Mining Road, Keonjhar Dist. Keonjhar-758001 State Odisha	06766-255896	ZO.Keonjhar@bankofindia.co.in
37	KHANDWA (NBG-MP & Chasttisgarh)	Shri Ashok Nimrani	1st Floor Anand Nagar Branch, B.T.College Road, Anand Nagar, Khandwa - 450001	0733-2248534	ZO.Khandwa@bankofindia.co.in
38	KOLHAPUR (NBG-West-II)	Mr. Hemant Kher	1519-C, Jaydhaval Bldg., 2nd Floor, Laxmipuri, Kolhapur-416002	0231-2646375,2646371	ZO.Kolhapur@bankofindia.co.in
39	KOLKATA (NBG-East)	Shri. Sanat Kumar Satpathy	5, BTM Sarani, Brabourne Road, Kolkata-700001	033-22318938	ZO.Kolkata@bankofindia.co.in
40	LUCKNOW (NBG-Uttar Pradesh)	Shri Mangesh Kadam	Star House, Vibhuti Khand, Gomti Nagar, Lucknow 226010	0522-2721539, 2721486	ZO.Lucknow@bankofindia.co.in

41	LUDHIANA (NBG Chandigarh )	Shri Brajesh Kumar Singh	Surya Kiran Complex, 1st Floor, Phase – II, The Mall, Near Rakhbagh, Civil Lines, Ludhiana 141001	0161-2405977	ZO.Ludhiana@bankofindia.co.in
42	MADURAI (NBG - South - I)	Shri Ramani K.N	Sri Ram Complex, 4th Iyer Bungalow, Madurai-625014	0452-2909901	<a href="mailto:zo.madurai@bankofindia.co.in">zo.madurai@bankofindia.co.in</a>
43	MUMBAI NORTH (NBG-West-I)	Shri Narayan S Deora	2nd Floor, Boi Bldg., Opp: Natraj Market, S.V. Road, Malad West, Mumbai 400 064	022-28827770/28821399,	ZO.MNZ@bankofindia.co.in
44	MUMBAI SOUTH (NBG-West-I)	Shri S. Sahani	Mezzanine Floor, Bank Of India Bldg., 70-80,M.G. Road, P.B No.238, Fort, Mumbai 400 001	022-22623656,22622717	ZO.Mumbaisouthzone@bankofindia.co.in
45	MUZAFFARPUR (NBG-Bihar)	Shri Ajay Kumar	Pankaj Market, Saraiyaganj, Muzaffarpur-842001	0621-2276550	ZO.Muzaffarpur@bankofindia.co.in
46	NAGPUR (NBG-West-II)	Mr. Santosh S	BOI Bldg., 3rd Floor, Sardar Vallabh Bhai Patel Marg P.B No.4, Kingsway, Nagpur 440001	0712-2531404, 2532205	ZO.Nagpur@bankofindia.co.in
47	NASIK (NBG- West II)	Mr.Amit Singh	Main Trimbak Road, Plot no.G-1, First Floor, MIDC Industrial Estate, Satpur Colony, Nasik 422007	0253-2360433	<a href="mailto:zo.nasik@bankofindia.co.in">zo.nasik@bankofindia.co.in</a>
48	NAVI MUMBAI (NBG-West-I)	Shri Anil Jadhav	Management Development Institute Bldg., Gr. Floor, Plot:30, Sec:11, Cbd Belapur, Navi Mumbai 400 614	022-27564909/27564126	ZO.Navimumbai@bankofindia.co.in
49	NEW DELHI (NBG New Delhi)	Shri Mukesh Sharma	Star House , H-2, Connaught Circus, Middle Circle, New Delhi-110001.	011-23310526	ZO.NewDelhi@bankofindia.co.in
50	PATNA (NBG-Bihar)	Shri Krishna Bihari Lal	Chanakya Place, 1st Floor, Birchand Patel Marg, Patna 800001	0612-2220640, 2223369	ZO.Patna@bankofindia.co.in
51	PUNE (NBG-West- II)	Mr. Shiba Prasad Biswal	592(New) Sadashiv Peth, 4th Floor, BOI Bldg., Lakshmi Road, Pune 411030	020-25535400/421	ZO.Pune@bankofindia.co.in
52	RAIGAD (NBG-West-I)	Ms. Shampa Biswas	2nd Floor Hotel Meera Madhav, Opp. S.T Stand, Alibag 402201.	02141-228895, 223995	ZO.Raigad@bankofindia.co.in
53	RAIPUR (NBG MP & Chhattisgarh)	Shri Vivek V Prabhu	1ST Floor, G. D. Shesh Nilayam, Tatyapara, RAIPUR 492001	Tel.0771-4212450/ 4212401	ZO.Raipur@bankofindia.co.in
54	RAJKOT (NBG-Gujarat)	Shri Amrendra Kumar	Bank Of India Bldg., 1st Floor, Para Bazar, P.B. 24, M.G. Road, Rajkot 360 001	0281-2240601, 2231277	ZO.Rajkot@bankofindia.co.in
55	RANCHI (NBG Jharkhand)	Shri Sanjay Kumar Khemka	Pradhan Tower , Main Road, Ranchi South Jharkhand-834001	0651- 2331386	ZO.Ranchi@bankofindia.co.in
56	RATNAGIRI (NBG-West-II)	Mr.Santosh B SawantDesai	Near Arogya Mandir, Ratnagiri- Kolhapur Highway, Shivajinagar, Ratnagiri 415639	02352-223155	ZO.Ratnagiri@bankofindia.co.in
57	Sambhalpur (NBG-East)	Shri Aurobinda Mishra	Near St. John School, Dhankauda - 768006		<a href="mailto:zo.sambalpur@bankofindia.co.in">zo.sambalpur@bankofindia.co.in</a>
58	SILIGURI (NBG-East)	Shri. Nikhilesh Kumar	Goyal Mansion, Pranami Mandir Road, Siliguri 734 401	0353-2641633/2643980	ZO.Siliguri@bankofindia.co.in
59	Siwan (NBG- Bihar)	Shri Deodutta Rakesh	Ghorgahiya Kothi, Tarwara More P.O-Siwan, Ps- Sarai OP, Siwan Distt., Bihar - 841226		<a href="mailto:ZO.Siwan@bankofindia.co.in">ZO.Siwan@bankofindia.co.in</a>
60	SOLAPUR (NBG-West-II)	Shri Lagnajeet Das	Sahyadri Shopping Centre Old Employment Exchange Chowk, , Solapur-413 001	0217-2317077	ZO.Solapur@bankofindia.co.in
61	TELANGANA (NBG-South II )	Shri Suvendu Kumar Behera	P.T.I. Bldg.,2nd Floor, 10-1-1199/2, A.C. Guards, Hyderabad - 500004	040-23315263,	ZO.Telangana@bankofindia.co.in
62	Thiruvananthapuram (NBG - South I)	Shri Srinivas Kappagantu	Sreyas Building, GPO Lane, Near Pullimoodu Junction, Vanchiyoor, Thiruvananthapuram - 695001		<a href="mailto:ZO.Thiruvananthapuram@bankofindia.co.in">ZO.Thiruvananthapuram@bankofindia.co.in</a>
63	UJJAIN (NBG- MP & Chattisgarh)	Shri Prabhat Kumar Sinha	Post Bag No.10, C-2, Kshipra Vihar, Dewas Road, Nagzire, Ujjain 456010	0734-2514800	ZO.Ujjain@bankofindia.co.in

64	VADODARA (NBG-Gujarat)	Shri Ajay Gangadhar Kadu	1st Floor, Bank Of India Bldg., Ellora Park, Subhanpura, Vadodara- 390023	0265-2397895	ZO.Vadodara@bankofindia.co.in
65	Varanasi (NBG - Uttar Pradesh)	Shri Bharat Singh Fonia	B-38/2A, Mahmoorganj, Varanasi- 221010	0542-2518485/84	ZO.Varanasi@bankofindia.co.in
66	VIDARBHA (NBG-West-II)	Shri Tushar S Hate	BOI Bldg., 2nd Floor, Sardar Vallabh Bhai Patel Marg, P.B No.4, Kingsway, Nagpur-440001	07152-245225	ZO.Vidarbha@bankofindia.co.in
67	Vijayawada (NBG - South II)	Shri V. V. Somasekhar	D.No.31-23-1A, PVR Complex, 1st floor, Beside BSNL Bhavan, Chuttugunta, Vijayawada - 520004	0866-2467777/2467799	zo.vijayawada@bankofindia.co.in
68	Visakhapatnam (NBG South II)	Shri M. Subhakar	28-2-48, Dasapalla Complex, 1st floor, Suryabagh, Vishapatnam 530020(A.P)	0891-2718378	ZO.visakhapatnam@bankofindia.co.in

For Customer/Non-customers, mail to: [cgro.boi@bankofindia.co.in](mailto:cgro.boi@bankofindia.co.in)  
(15 digit account number to be mentioned in the subject line by customers)

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

Deputy General Manager  
Smt. Manasi Manoj Phene  
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. 022-6668 4479  
e-mail: [manasi.phene@bankofindia.co.in](mailto:manasi.phene@bankofindia.co.in)

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

General Manager  
Shri Vasu Dev  
Star House I, Plot:C-5, G Block,  
2nd floor, West wing,  
Bandra Kurla Complex,  
Bandra (East), Mumbai 400051  
Tel No. 022-6668 4860  
e-mail: [cgro.boi@bankofindia.co.in](mailto:cgro.boi@bankofindia.co.in)