

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 Shashikant Sadabhartia	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 Sriprakash Gupta	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. Prabhat Kumar Sinha	446/N, Amstrong Avenue, Sector:2A, Bidhan Nagar, West Bengal 713212	0747-9007351	ZO.Bardhaman@bankofindia.co.in
6	Baripada (NBG-Odisha)	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 Rakesh Dipak	2nd floor, Devdoot Complex, Radha Rani Sinha Road, Bhagalpur 812001	0641-2242150, 2420688	ZO.Bhagalpur@bankofindia.co.in
9	BHOPAL (NBG-MP & Chattisgarh)	SHRI Guru Prasad Gond	New Zonal Head Qtrs.Bldg., Opp: Central Jail, Jail Road, Bhopal - 462011	0755- 2553354	ZO.Bhopal@bankofindia.co.in
10	BHUBANESWAR (NBG-Odisha)	Shri. Malayadas. S.	1/1D, Jayadev Vihar, Nayapalli, City, Bhubaneshwar 751015 State Odisha	0674 -2362644	ZO.Bhubaneswar@bankofindia.co.in
11	BOKARO (NBG Jharkhand)	Shri Ashani Kumar Mittal	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 Navaneetha Krishnan	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 Ajeya Thakur	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 Bijoy Kumar Malik	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 Birendra Kumar Pandey	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 Rajani Kant Bhuyan	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 Pradeep Ranjan Paul	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 Om Prakash Choudhary	315, Raj Laxmi Complex, Anugrah Puri Colony, Rampur Dist., Gaya - 823001		zo.gaya@bankofindia.co.in
22	GHAZIABAD (NBG Uttar Pradesh)	Shri Aurobinda Mishra	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 Shanker Deep	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 Ajit Kumar Sharan	HIG-C-227, Siddharth Enclave, opp. Ambedkar Park, Taramandal, Gorakhpur 273017		zo.gorakhpur@bankofindia.co.in
25	GUWAHATI (NBG-East)	Shri Vinaya Kumar Singh	Saikia Commercial Complex, Sreenagar , G.S Road, Christian Basty, Guwahati, State Assam 781005	0361-2347993	ZO.Guwahati@bankofindia.co.in
26	Hardoi (NBG - Uttar Pradesh)	Shri Kumar Prashant	Awasthi Complex, House no.849, Near D M Chauraha, Shahjahanpur Road, Hardoi - 241001		ZO.Hardoi@bankofindia.co.in
27	HAZARIBAGH (NBG Jharkhand)	Shri Venkata Krishna Kishore 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 Bhupesh 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	zo.jabalpur@bankofindia.co.in
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 K S B Chandramouli	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 Ajay Kumar Tripathi	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-Odisha)	Shri. Himandri Sekhara Dash	Mining Road, Keonjhar Dist. Keonjhar-758001 State Odisha	06766-255896	ZO.Keonjhar@bankofindia.co.in
37	KHANDWA (NBG-MP & Chasttisgarh)	Shri Niraj Kumar Dutta	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. Rajiv Kumar Singh	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 Manoj Kumar Srivastava	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 G. Unnikrishnan	Sri Ram Complex, 4th Iyer Bungalow, Madurai-625014	0452-2909901	zo.madurai@bankofindia.co.in
43	MUMBAI NORTH (NBG-West-I)	Shri Amrendra Kumar	2nd Floor, Boi Bldg., Opp: Natraj Market, S.V. Road, Malad West, Mumbai 400 064	022-28827770/28825772,	ZO.MNZ@bankofindia.co.in
44	MUMBAI SOUTH (NBG-West-I)	Shri Tushar S Hate	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. Jai Narain Gheesa Lal	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.Jayashree S Deshmukh	Main Trimbak Road, Plot no.G-1, First Floor, MIDC Industrial Estate, Satpur Colony, Nasik 422007	0253-2360433	zo.nasik@bankofindia.co.in
48	NAVI MUMBAI (NBG-West-I)	Shri Anil J 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 Amit Singh	Star House , H-2, Connaught Circus, Middle Circle, New Delhi-110001.	011-23310526	ZO.NewDelhi@bankofindia.co.in
50	PATNA (NBG-Bihar)	Shri Rajesh Kumar	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. Mukesh Kumar	2nd Floor Hotel Meera Madhav, Opp. S.T Stand, Alibag 402201.	02141-228895, 223995	ZO.Raigad@bankofindia.co.in
53	RAIPUR (NBG MP & Chhattisgarh)	Smt Gayatri Kampa	1ST Floor, G. D. Shesh Nilayam, Tatyapara, RAIPUR 492001	Tel.0771-4212450/ 4212401	ZO.Raipur@bankofindia.co.in
54	RAJKOT (NBG-Gujarat)	Shri Madhukar	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 Sanjeev Kumar Singh	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-Odisha)	Shri Srijit Sankar C Behera	Near St. John School, Dhankauda - 768006		zo.sambalpur@bankofindia.co.in
58	SILIGURI (NBG-East)	Shri. Subhrat Kumar Behera	Goyal Mansion, Pranami Mandir Road, Siliguri 734 401	0353-2641633/2643980	ZO.Siliguri@bankofindia.co.in
59	Siwan (NBG- Bihar)	Shri Hitendra Nath Sriwastava	Ghorgahiya Kothi, Tarwara More P.O-Siwan, Ps- Sarai OP, Siwan Distt., Bihar - 841226		ZO.Siwan@bankofindia.co.in
60	SOLAPUR (NBG-West-II)	Shri Chandrashekhar V Mantri	Sahyadri Shopping Centre Old Employment Exchange Chowk, , Solapur-413 001	0217-2317077	ZO.Solapur@bankofindia.co.in
61	Surat (NBG- Gujarat)	Shri Subash C Mishra	1st floor, Bank Of India Bldg., Opp. Panjarapol, Ghod dod Road, Surat - 395001	0261-2262878/2722878(Sec)	
61	TELANGANA (NBG-South II)	Shri Subhakar M	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 K Kishore Kumar	Sreyas Building, GPO Lane, Near Pullimoodu Junction, Vanchiyoor, Thiruvananthapuram - 695001	0471-2703011/2478124	ZO.Thiruvananthapuram@bankofindia.co.in
63	UJJAIN (NBG- MP & Chattisgarh)	Shri Krishna Bihari Lal	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 Rajesh Robert	B-38/2A, Mahmoorganj, Varanasi- 221010	0542-2518485/84	ZO.Varanasi@bankofindia.co.in
66	VIDARBHA (NBG- West-II)	Shri Ramesh Kumar	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 M V V Bangarraju	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 Srinivas Kappagantu	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
(15 digit account number to be mentioned in the subject line by customers)**

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

**Assistant General Manager
Dr. Om Prakash Lal
Customer Excellence Branch Banking Dept.,
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Bandra (East), Mumbai 400051
Tel No. 022-6131 9811
e-mail: omprakash.lal@bankofindia.co.in**

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

**General Manager
Shri Amitabh Banerjee
Star House II, Plot:C-4, G Block,
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Bandra (East), Mumbai 400051
Tel No. 022-6131 9840
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