

**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-North-II)	Shri Haresh Chand Mangal	1st Floor, Jeevan Prakash, LIC Bldg., Sanjay Place, M.G. Road, Agra - 282002	0562-2521324, 2525953, Fax: 0562-2852536	ZO.Agra@bankofindia.co.in
2	AHMEDABAD (NBG-Central)	Shri Manoj Kumar Singh	Bank of India Bldg., Post Box No.8, Bhadra, Ahemdabad-380 001	079-25353091 25353088/0556 Fax:079- 25354159/ 25350451	ZO.Ahmedabad@bankofindia.co.in
3	AMRITSAR (NBG North-I)	Shri Vasu Dev	SCO 102, District Shopping Complex, Nagpal Tower – I, Ranjit Avenue, 1st floor, Amritsar, Punjab 143001	0183 –5099331/6	Zo.Amritsar@bankofindia.co.in
4	BARDHAMAN (NBG-East)	Shri. Guru Prasad Gond	446/N, Armstrong Avenue, Sector:2A, Bidhan Nagar, West Bengal 713212	0343- 2533302,2533303	ZO.Bardhaman@bankofindia.co.in
5	BENGALURU (NBG-South)	Shri. B Kumar	11, Bank of India Bldg., Kemppegowda Road, Bengaluru-560009	080-22959400/01 Fax:080-22289054	ZO.Bengaluru@bankofindia.co.in
6	BHAGALPUR (NBG-North-II)	Shri Rajeev Sinha 8051237333	2nd floor, Devdoot Complex, Radha Rani Sinha Road, Bhagalpur 812001	0641-2242150, 2420688 Fax: 0641- 2226084, 2406026	ZO.Bhagalpur@bankofindia.co.in
7	BHOPAL (NBG-Central)	Shri Amitabh Banerjee	New Zonal Head Qtrs.Bldg., Opp: Central Jail, Jail Road, Bhopal - 462011	0755- 2553354 2554404 Fax: 0755 2553779	ZO.Bhopal@bankofindia.co.in
8	BHUBANESWAR (NBG-East)	Shri. Priyabrata Pattanayak	1/1D, Jayadev Vihar, Nayapalli, City, Bhubaneshwar 751015 State Odisha	0674 - 2551318/9244	ZO.Bhubaneswar@bankofindia.co.in
9	BOKARO (NBG Jharkhand- Chhattisgarh)	Mr. Dhananjay Kumar	1st floor,E-17,City Centre Sector-IV, Bokaro Steel City, Jharkhand-827004	06542-226252/ 231520 231067,231501, 231263 Fax: 06542- 222496/231573	ZO.Bokaro@bankofindia.co.in
10	CHANDIGARH (NBG North-I)	Shri Pukh Raj Pangriya	Star house, SCO 76-82- Sector -31A , Chandigarh 160030	0172-2704608 2671504/2655588 Fax: 0172-2704350	ZO.Chandigarh@bankofindia.co.in
11	CHENNAI (NBG-South)	Shri Subrata Kumar Roy	Bank of India Bldg., 2nd Floor, 17,Errabalu, Chetty Street, Chennai - 600001	044-66777510 66777500/501 Fax: 04466777505/ 515	ZO.Chennai@bankofindia.co.in
12	COIMBATORE (NBG-South)	Shri Sasidharan M	Star house 324, Oppanakara Street, P. Box No.337, Coimbatore- 641001	0422-2397221, 2397056 Fax: 0422-2390806	ZO.Coimbatore@bankofindia.co.in
13	DEHRADUN (NBG- North-II)	Shri Bhoopesh Karaulia	Shree Mahavir Towers, St. Judes Crossing, Shimla Bye-pass Road, Sevla Kalan, Dehradun- 248171 (Uttarakhand)	0120 – 2404030/138 fax-0120-2403782 /83	ZO.Dehradun@bankofindia.co.in
14	DHANBAD (NBG Jharkhand- Chhattisgarh)	Mr. S.Ethi Raju	S.R. Mansion, IInd floor, Shastri Nagar, P.O. Dhanbad, Dhanbad-826 001	0326- 2304012/2303650 Fx: 0326-2302522 2303040	ZO.Dhanbad@bankofindia.co.in
15	GANDHINAGAR (NBG-Central)	Shri Suvendu Kumar Behra	1 st Floor, Bank of India Bldg.,Sector No.16, Gandhinagar 382016	079-23222659 23223561 Fax: 079-23223397	ZO.Gandhinagar@bankofindia.co.in
16	GHAZIABAD (NBG- North-II)	Shri Vivekanand Dubey	B-32, Sector-62 Sandipani, STC Bldg., B-32,Sector 62, Noida 201307 (U.P)	0120-2404132/134, 2404030 Fax: 0120-2403782,	ZO.Ghaziabad@bankofindia.co.in
17	GOA (NBG-West- I)	Smt.Sulabha Satish Rathod	Star House, Plot no:10, EDC Complex, Panaji, Behind Kadamba Bus Stand, Patto Plaza, Goa - 403001	0832- 2404404/5/2404400,Fax:0832- 2421505 2437003	ZO.Goa@bankofindia.com

S.NO.	Zone	Zonal Manager Name	Address	Contact details -ZO	ZO mail id
18	GUWAHATI (NBG-East)	Shri. Ramesh Kumar	Saikia Commercial Complex, Sreenagar , G.S Road, Christian Basty, Guwahati, State Assam 781005	0361-2347993/4/5/6/8 FAX) 0361-2347994	ZO.Guwahati@bankofindia.co.in
19	HAZARIBAGH (NBG Jharkhand-Chhattisgarh)	Mr. Saiyed Asad Mehdi	P.B.No.34, Saketpuri, Nr. Wales Ground, Sadananad Marg, Hazaribagh, Jharkhand - 825 301	06546-223983/227792 Fax:06546-222900	ZO.Hazaribagh@bankofindia.co.in
20	HOWRAH (NBG-East)	Shri. Arunabha Chandra	4th floor, 5, B.T.M Sarani, Brabourne Road, Kolkata-700001	033-22623525,26,27 Fax: 033-22623529	ZO.Howrah@bankofindia.co.in
21	HUBBALLI-DHARWAD (NBG-South)	Shri K Prabhakaran	Shiva-Naga Plaza, 1st floor, Basaveswarnagar Circle, Gokul Road, Hubballi- 580030.	0836-2333305/ 02	ZO.HubballiDharwad@bankofindia.co.in
22	INDORE (NBG-Central)	Shri Subhodh Kumar	345-A,PU-4 Sch.-54 A.B Road, Behind Hotel Country Inn, Indore, M. P 452010	0731-2445101 / 111 2445100 -150 Fax: 0731-2445145/7	ZO.Indore@bankofindia.co.in
23	JAIPUR (NBG North-I)	Shri Vaibhav Anand	Star House,,B-4,Sector 2, Jawahar Nagar, Jaipur- 302004	0141- 2656221, 2658002, 2656234 Fax- 0141-2366483, 2656223	ZO.Jaipur@bankofindia.co.in
24	JAMSHEDPUR (NBG Jharkhand-Chhattisgarh)	Mr. Amit Kumar Khan	Bank of India Building, P.B no. 36 Main Road, Bishtupur, Jamshedpur, 831 001	0657-2434285 2436469 Fax:0657- 2428978	ZO.Jamshedpur@bankofindia.co.in
25	JODHPUR (NBG North-I)	Shri Balvir Singh Chauhan	Yashoda Tower, Akhliya Circle, Chopasani Road, Jodhpur 342008	0291-2760086, 2755443, 2754443	ZO.Jodhpur@bankofindia.co.in
26	KANPUR (NBG-North-II)	Shri Prashant Kumar Singh	78-A, Raj Bhavan Canal Road, (near Juhan Devi Girls College, Kanpur-208 004	0512-2306671,2304318/4338 Fax: 0512-2304318, 2326026	ZO.Kanpur@bankofindia.co.in
27	KEONJHAR (NBG-East)	Shri. Soundarjya Bhusan Sahani	Mining Road, Keonjhar Dist. Keonjhar-758001 State Odisha	06766-255896, 255297 Fax: 06766-255292	ZO.Keonjhar@bankofindia.co.in
28	KERALA (NBG-South)	Shri P G Pappu	Kaloor Towers, Door No.36/195, Kaloor- Kadavanthara Road, Kaloor, Kochi-682017	0484-2349686, 2344280, 2338480 Fax: 0484-2349720	ZO.Kerala@bankofindia.co.in
29	KHANDWA (NBG-Central)	Shri Ashwani Om Gupta	1st Floor Anand Nagar Branch, B.T.College Road, Anand Nagar, Khandwa - 450001	0733-2248534 / 2248569 2248746 Fax:0733- 2249338	ZO.Khandwa@bankofindia.co.in
30	KOLHAPUR (NBG-West-II)	Mr. Hemant Kher	1519-C, Jaydhaval Bldg., 2nd Floor, Laxmipuri, Kolhapur-416002	0231-2646375,2646371 Fax:0231- 2646377	ZO.Kolhapur@bankofindia.co.in
31	KOLKATA (NBG-East)	Shri. Radhakanta Hota	5, BTM Sarani, Brabourne Road, Kolkata-700001	033-22318938 , 22481973 Fax: 033- 22104375	ZO.Kolkata@bankofindia.co.in
32	LUCKNOW (NBG-North-II)	Shri Yadendra Narain Dwivedi	Star House, Vibhuti Khand, Gomti Nagar, Lucknow 226010	0522-2721592, 2721541, 2721486 Fax:0522-2215919, 2721511	ZO.Lucknow@bankofindia.co.in
33	LUDHIANA (NBG North-I)	Shri Desh Raj Khatik	Surya Kiran Complex, 1st Floor, Phase – II, The Mall, Near Rakhbagh, Civil Lines, Ludhiana 141001	0161-2410809, 2405977, Fax: 0161-2410648	ZO.Ludhiana@bankofindia.co.in
34	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, 28824842,Fax: 022 -28827771, 28825578	ZO.MNZ@bankofindia.co.in

S.NO.	Zone	Zonal Manager Name	Address	Contact details -ZO	ZO mail id
35	MUMBAI SOUTH (NBG-West-I)	Shri Hanwant Kumar Thakur	Mezzanine Floor, Bank Of India Bldg., 70-80,M.G. Road, P.B No.238, Fort, Mumbai 400 001	022-22623656,22622717 Fax:022-22625985,22673509	ZO.Mumbaisouthzone@bankofindia.co.in
36	MUZAFFARPUR (NBG-North-II)	Shri Nakula Behera	Pankaj Market, Saraiyaganj, Muzaffarpur-842001	0621-2273695/2273634	ZO.Muzaffarpur@bankofindia.co.in
37	NAGPUR (NBG-West-II)	Mr. Vilas Parate	BOI Bldg., 3rd Floor, Sardar Vallabh Bhai Patel Marg P.B No.4, Kingsway, Nagpur 440001	0712-2531404, 2532205, Fax : 0712-2520558	ZO.Nagpur@bankofindia.co.in
38	NAVI MUMBAI (NBG-West-I)	Mr. Anbumani M.	Management Development Institute Bldg., Gr. Floor, Plot:30, Sec:11, Cbd Belapur, Navi Mumbai 400 614	022-27564910/ 12/13, 27564909/27564126/ 909 Fax:27564911	ZO.Navimumbai@bankofindia.co.in
39	NEW DELHI (NBG North-I)	Shri Ajay Kumar Panth	Star House , H-2, Connaught Circus, Middle Circle, New Delhi-110001.	011-23310526/23722158/23311647 Fax:011-23317365/23718085	ZO.NewDelhi@bankofindia.co.in
40	PATNA (NBG-North-II)	Shri Mukesh Sharma	Chanakya Place, 1st Floor, Birchand Patel Marg, Patna 800001	0612-2220640, 2223369/567 Fax:0612- 2223178	ZO.Patna@bankofindia.co.in
41	PUNE (NBG-West-II)	Mr. Rajesh Ingale	592(New) Sadashiv Peth, 4th Floor, BOI Bldg., Lakshmi Road, Pune 411030	020-25535400/21, 25535400/868 Fax:020 -25533200	ZO.Pune@bankofindia.co.in
42	RAIGAD (NBG-West-I)	Ms. Shampa Biswas	2nd Floor Hotel Meera Madhav, Opp. S.T Stand, Alibag 402201.	02141-228895, 223895/222269 Fax:022-222695	ZO.Raigad@bankofindia.co.in
43	RAIPUR (NBG Jharkhand-Chhattisgarh)	Mr.Pramod Kumar Dwibedi	1ST Floor, G. D. Shesh Nilayam, Tatyapara, RAIPUR 492001	Tel.0771-4212450/ 4212401, 4212403 FAX No 0771 4212404	ZO.Raipur@bankofindia.co.in
44	RAJKOT (NBG-Central)	Shri Manoj Kumar	Bank Of India Bldg., 1st Floor, Para Bazar, P.B. 24, M.G. Road, Rajkot 360 001	0281-2240601, 2231277 Fax: 0281-2224154	ZO.Rajkot@bankofindia.co.in
45	RANCHI (NBG Jharkhand-Chhattisgarh)	Mr. Paritosh Kumar	Pradhan Tower , Main Road, Ranchi South Jharkhand-834001	0651- 2330520/ 2331386, 2200837 Fax: 0651-2330138	ZO.Ranchi@bankofindia.co.in
46	RATNAGIRI (NBG-West-II)	Mr. Atul R Satpute	Near Arogya Mandir, Ratnagiri-Kolhapur Highway, Shivajinagar, Ratnagiri 415639	02352-226145, 223155/233155 Fax: 02352-222782	ZO.Ratnagiri@bankofindia.co.in
47	SILIGURI (NBG-East)	Shri. Siba Prasad Biswal	Goyal Mansion, Pranami Mandir Road, Siliguri 734 401	0353-2642221 , 2641718 Fax: 0353-2642985	ZO.Siliguri@bankofindia.co.in
48	SOLAPUR (NBG-West-II)	Mr. Ajay Kadu	Sahyadri Shopping Centre Old Employment Exchange Chowk, , Solapur-413 001	0217-2319479, 2317077 Fax: 0217-2310454	ZO.Solapur@bankofindia.co.in
49	TELANGANA (NBG-South)	Shri Venu Gopal Dasari	P.T.I. Bldg.,2nd Floor, 10-1-1199/2, A.C. Guards, Hyderabad - 500004	040-2315172, 23315263, Fax: 040-23315173	ZO.Telangana@bankofindia.co.in
50	UJJAIN (NBG-Central)	Shri Ramkripal Gupta	Post Bag No.10, C-2, Kshipra Vihar, Dewas Road, Nagzire, Ujjain 456010	0734-2574800 / 2525545 Fax: 0734-2515793	ZO.Ujjain@bankofindia.co.in
51	VADODARA (NBG-Central)	Shri Anil J Jadhav	1st Floor, Bank Of India Bldg., Ellora Park, Subhanpura, Vadodara-390023	0265-2397895 2396114 Fax: 0265-2327031 2397931	ZO.Vadodara@bankofindia.co.in
52	VARANASI (NBG-North-II)	Shri Bharat Singh Fonia	B-38/2A, Mahmoorganj, Varanasi-221010	0542-2276209/94/6844 Fax: 0542-2276210	ZO.Varanasi@bankofindia.co.in
53	VIDARBHA (NBG-West-II)	Mr Vinod Shettigar	BOI Bldg., 2nd Floor, Sardar Vallabh Bhai Patel Marg, P.B No.4, Kingsway, Nagpur-440001	0715-2245341	ZO.Vidarbha@bankofindia.co.in

S.NO.	Zone	Zonal Manager Name	Address	Contact details -ZO	ZO mail id
54	VIJAYAWADA (NBG-South)	Shri Venkata Somasekhar Vadlamani	D.No.31-23-1A, PVR Complex, 1st floor, Beside BSNL Bhavan, Chuttugunta, Vijayawada – 520004 Andhra Pradesh	0866-2467777/ 2467799	ZO.Vijayawada@bankofindia.co.in
54	VISAKHAPATNAM (NBG-South)	Shri M. Subhakar	28-2-48, Dasapalla Complex, 1st floor, Suryabagh, Vishaka Patnam 530020 (A.P)	0891-2535688, 2718378 Fax: 0891-2535778	zo.andhrapradesh@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

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 (east) wing,
Bandra-Kurla Complex, Bandra (East), Mumbai 400051
[Tel.No.022-66684479](tel:022-66684479) email: manasi.phene@bankofindia.co.in**

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

**General Manager
Shri Girish Kumar Singh,
Star House I, Plot: C-5, G-Block, 2nd floor, West Wing,
Bandra-Kurla Complex, Bandra (East),
Mumbai-400 051
Tel No. 022-66684860/4479
[e-mail: cgro.boj@bankofindia.co.in](mailto:cgro.boj@bankofindia.co.in)**