





Duplicate (Complainant's Copy)

-----Branch (IBGA Code )

<b>Shri/Smt./Kum.....</b>  <b>Address.....</b> ..... .....
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S. No. ....

Date: .....

**Nature of Account, if applicable/ maintained:**..... **A/c. No.**.....

**Complaint in brief:** .....

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**Information to the customers:**

- a.** Customer has to lodge his/her complaint to Branch Manager as he/she is the first point of redressal of complaint .
- b.** If the complaint has not redressed/attended to the satisfaction with in a week by Branch Manager, the complainant can forward his complaint to Circle Head under whose jurisdiction the branch will come.
- c.** If the complaint has not redressed /attended to the satisfaction with in a week by Circle Head, the complainant can forward the complaint to Nodal Officer at Head Office to the following address:

<b>P. VENKATESAPERUMAL</b> <b>Nodal Officer for Customer Service,</b> <b>General Manager (KYC/AML),</b> <b>Indian Bank, Head Office</b> 66, Rajaji Salai, CHENNAI – 600001. Telephone No. 044- 25279971 Email: nodalofficer@indianbank.co.in
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- d.** If the complaint has not redressed to the satisfaction within a period of 30 days from the date of submission of complaint to the branch, the complainant may approach the Office of Banking Ombudsman at the address displayed in the Branch for redressal.

**Signature of Complainant**

**Remarks of Branch Manager:**

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Date of final disposal:

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Signature of the Branch Manager



Triplicate (Controlling Office Copy)

Branch (IBGA Code )

Shri/Smt./Kum.....
Address.....
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S. No. ....

Date: .....

Nature of Account, if applicable/ maintained:..... A/c. No.....

Complaint in brief: .....

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**For Information to the customers:**

- a. Customer has to lodge his/her complaint to Branch Manager as he/she is the first point of redressal of complaint .
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**Signature of Complainant**

**Remarks of Branch Manager:**

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Date of final disposal:

Signature of the Branch Manager

**Remarks of Circle Head:** .....

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Date :

**Signature of ZONAL MANAGER**