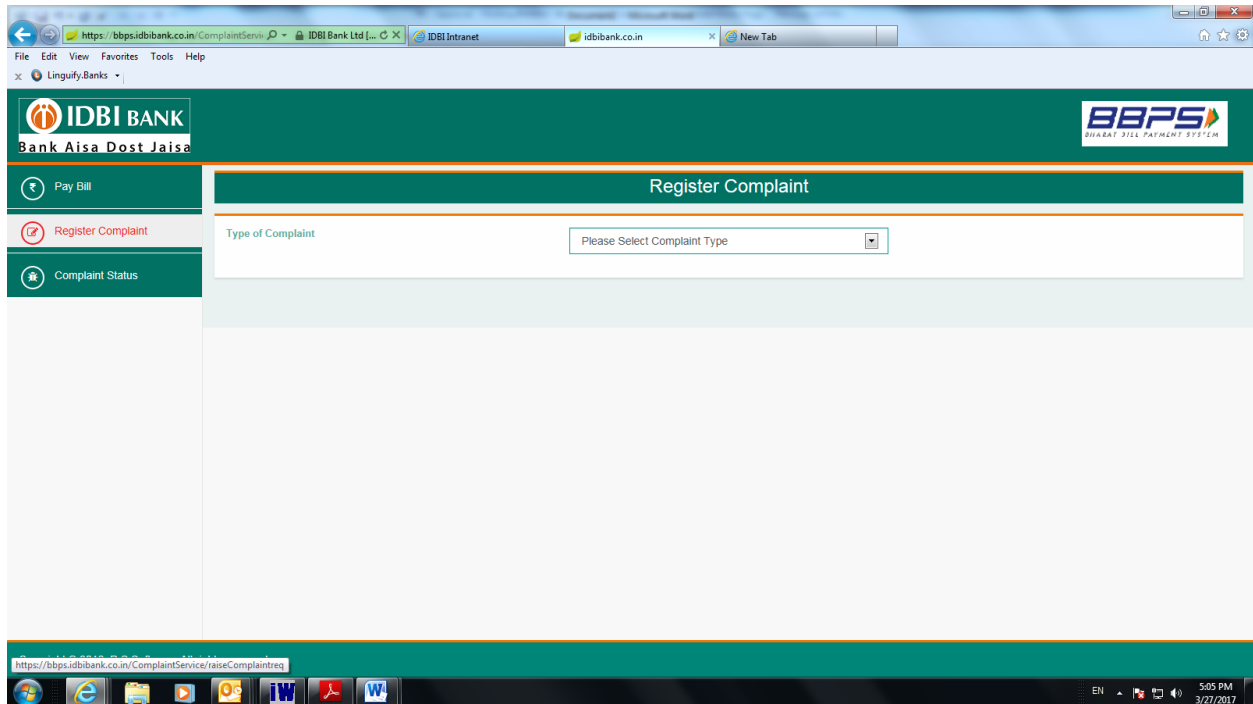
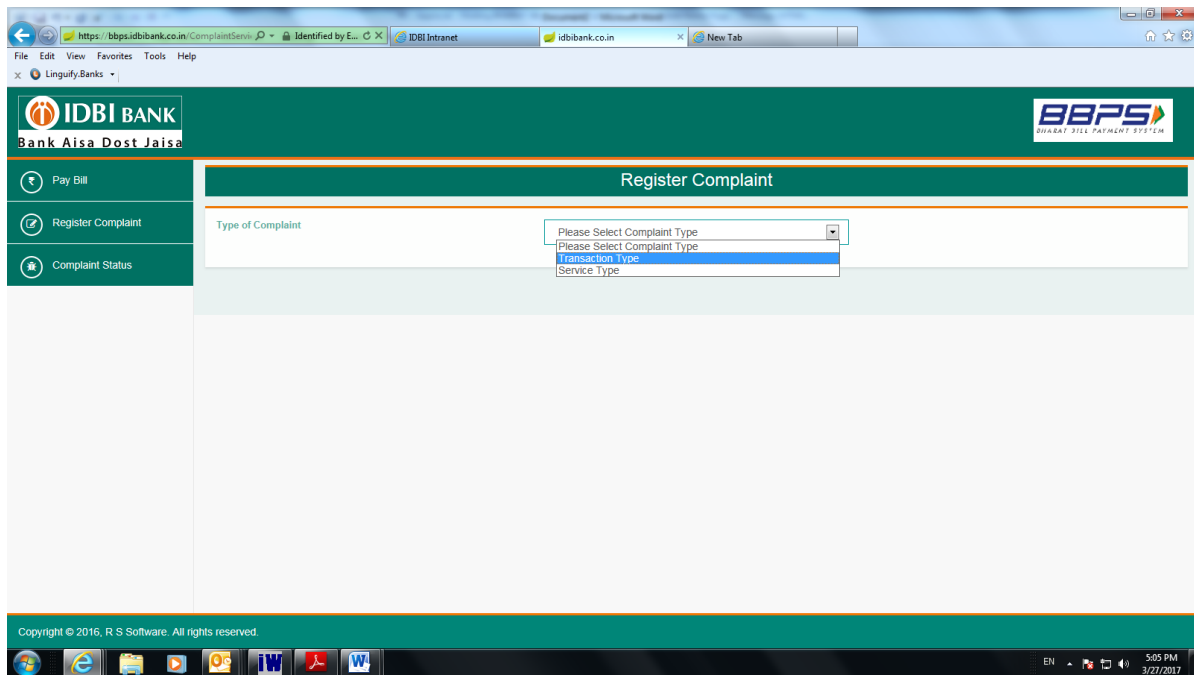


Process flow for Registering Complaint :

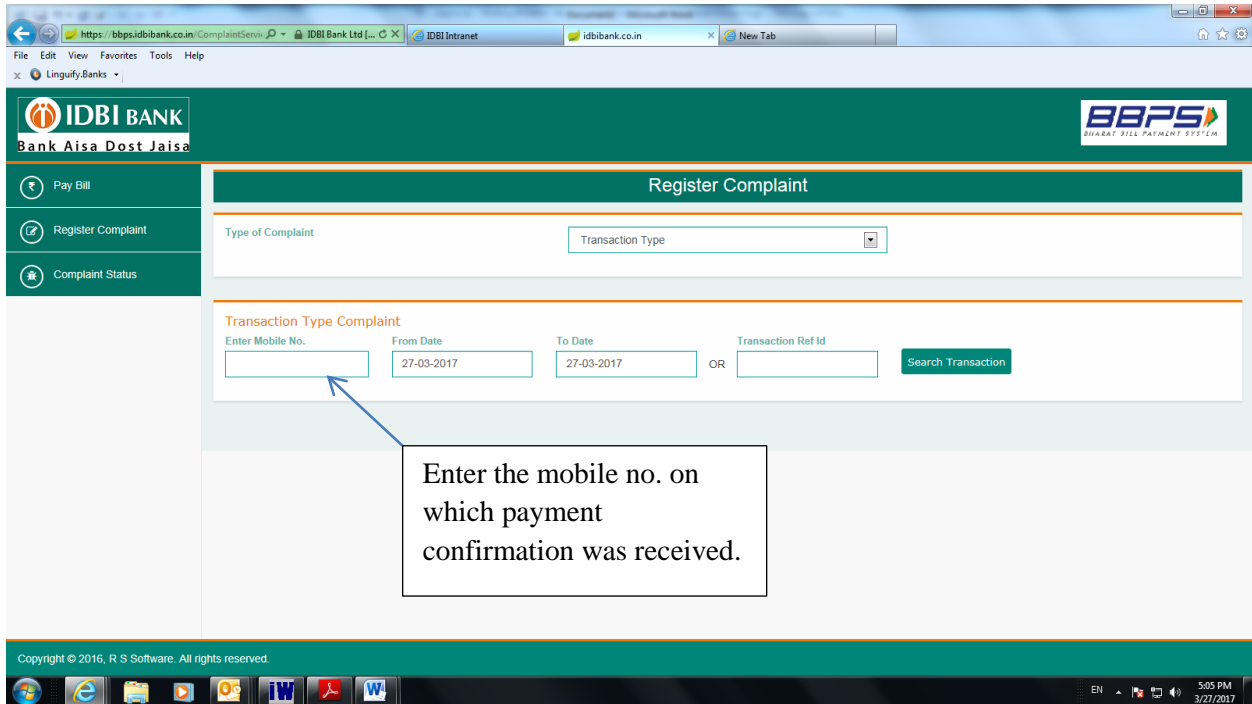
Click on Register Complaint option



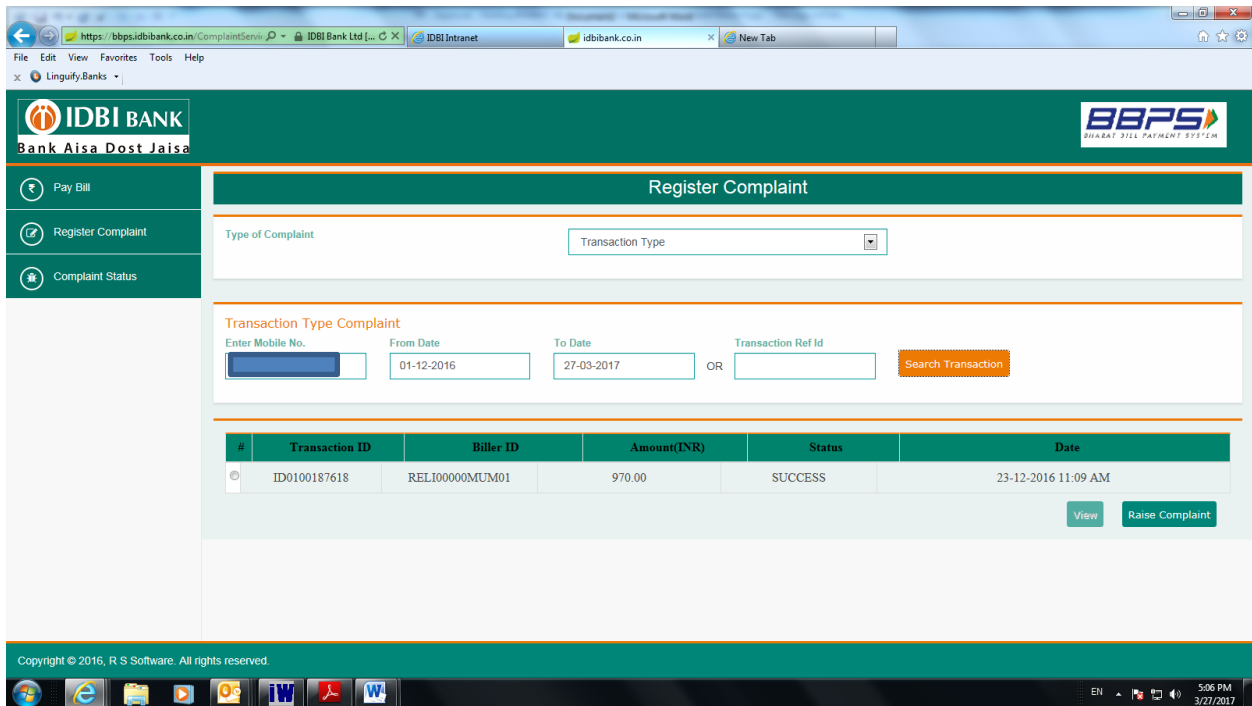
- Select Type of complaint from drop down list
 - Transaction Type
 - Service Type



- Input required detail and Click “Search Transaction” button



- Respective transaction details shall appear on screen



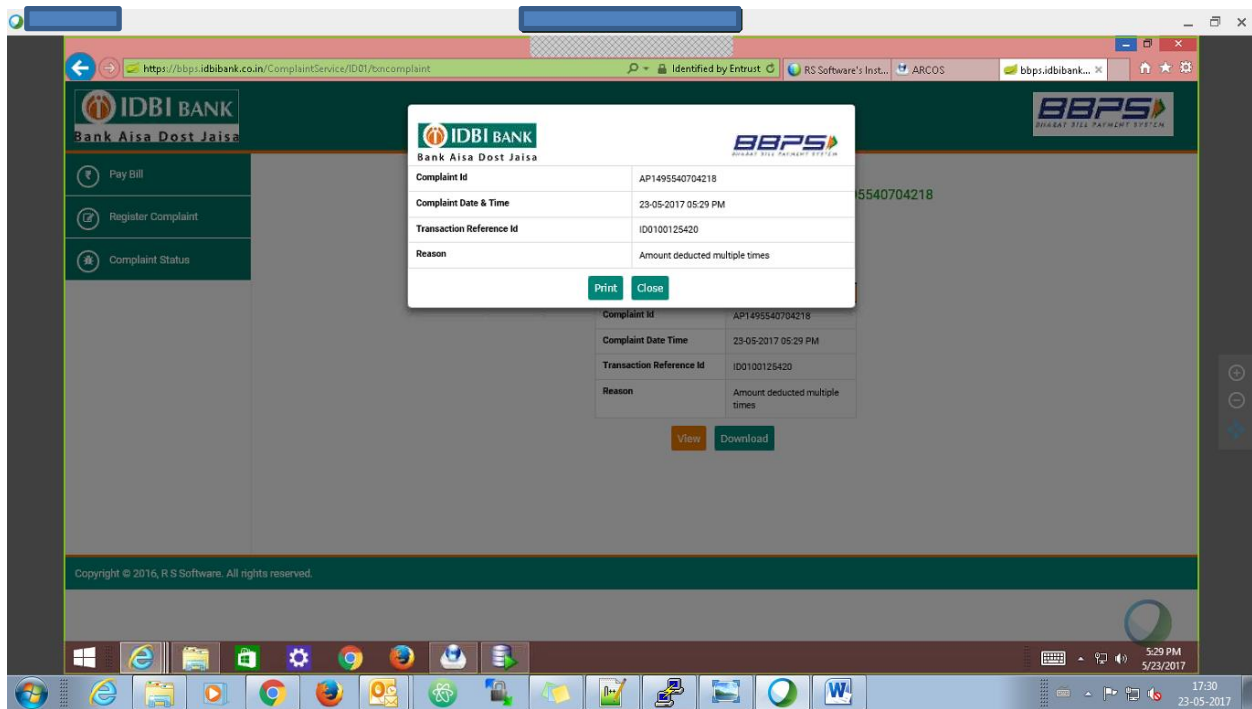
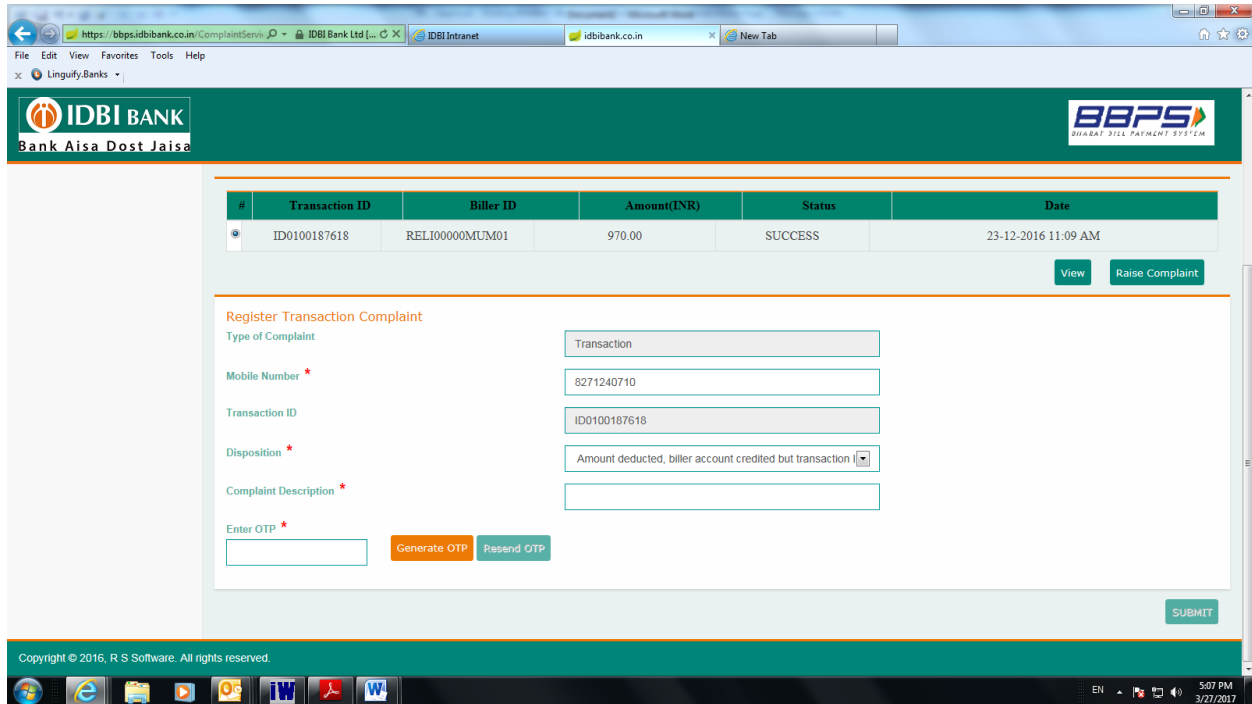
- Select transaction and click “View” button if you wish to know the status of the transaction else click “Raise Complaint” button to register complaint.

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- Select complaint description from drop down list, if the complaint reason is other than those mentioned, select “Others” and input details in the “Complaint Description” box.
- Click on “Generate OTP” button, you will receive an OTP on the mobile no. on which payment confirmation was received.

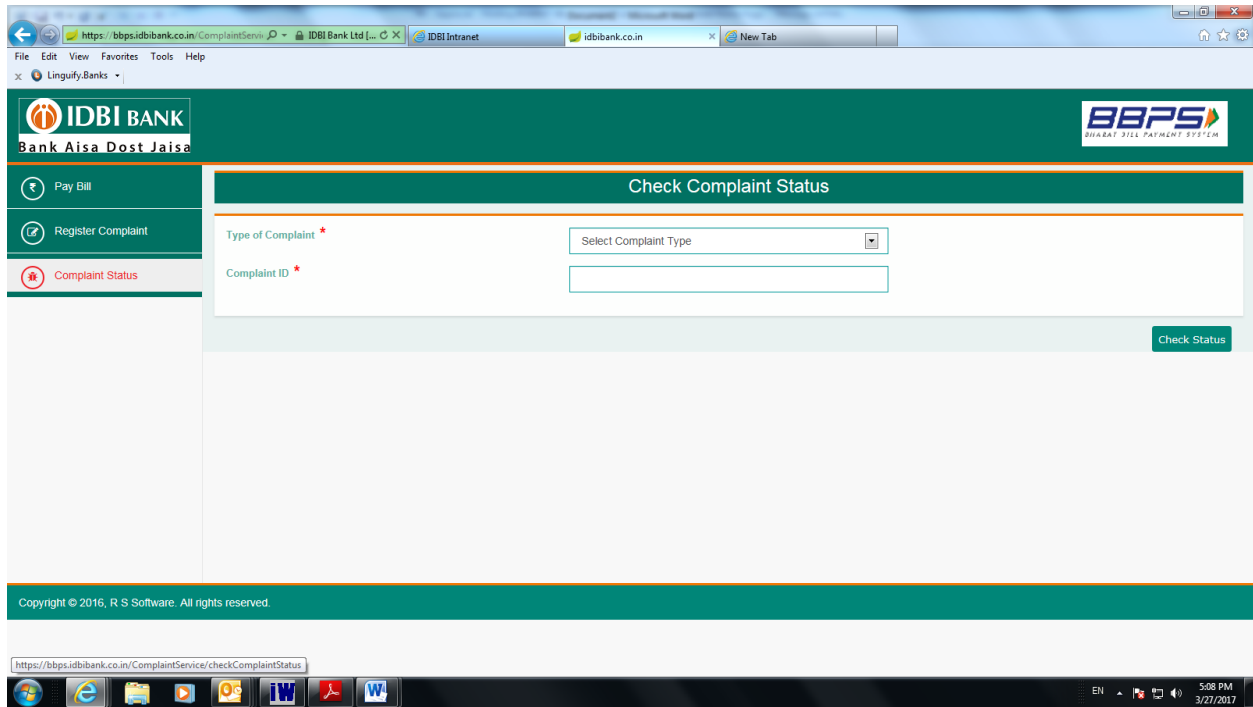
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- Input OTP received in the “Enter OTP” box and click on “Submit” button.
- Your complaint shall be registered and you will get a complaint ID for future reference.
- You may also download the same (If required).



How to check complaint status :

- Click on Complaint status option, select type of complaint and enter Complaint ID
- Click on “Check Status” button, complaint status shall be displayed.



The screenshot displays a web browser window with the URL <https://bbps.idbibank.co.in/ComplaintService/checkComplaintStatus>. The page features the IDBI Bank logo and the slogan "Bank Aisa Dost Jaisa" on the left, and the BBPS (Bharat Bill Payment System) logo on the right. A navigation menu on the left includes "Pay Bill", "Register Complaint", and "Complaint Status" (highlighted in red). The main content area is titled "Check Complaint Status" and contains a form with two fields: "Type of Complaint" with a dropdown menu showing "Select Complaint Type", and "Complaint ID" with a text input field. A "Check Status" button is located at the bottom right of the form. The footer of the page states "Copyright © 2016, R S Software. All rights reserved." The Windows taskbar at the bottom shows the time as 5:08 PM on 3/21/2017.