

Level - I

- ✚ Complaints and grievances would be primarily dealt by concerned Branch Head of the region under whose area BCs/BFs are operating.
- ✚ Complainant may also logged complaint on toll free Numbers

IDBI Toll Free Numbers
1800-209-4324 / 1800-22-1070

When a complaint is registered through any one of the above channels, a unique Complaint ID will be generated. In case of non-receipt of reply within 8 working days of your registering the complaint or unsatisfactory reply, you can escalate your complaint to Level II & Level III, using your Complaint ID.

Level – II & III

Activities	Delegate Authority
Level II	Regional Head
Level III	Zonal Head

If your complaint is not resolved satisfactorily within 13 working days of your registering the complaint, you may approach the Grievance Redressal Officer (GRO) as specified below between 10:00 a.m. to 6:00 p.m. from Monday to Saturday (Except 2nd and 4th Saturday of the month):

Designation	Name & Contact Details	Office	Jurisdiction
Grievance Redressal Officer (GRO)	Shri Shalil Mukund Awale CGM (FID) & GRO Tel no: 022-6655 3355	IDBI Bank Ltd., PSG-FID, 9th Floor, D Wing, IDBI Tower, WTC Complex, Cuffe Parade, Mumbai – 400 005	Pan India