

**Contact Details for Any Complaints & Grievances:**

Address :-

Industrial and Commercial Bank of China Limited

Address: Unit 407 408 & 409, 4th Floor, A wing,  
The Capital, C-70, Block-G, BKC, Bandra East,  
Mumbai, Maharashtra, India

Email:- [icbcmumbai@india.icbc.com.cn](mailto:icbcmumbai@india.icbc.com.cn)

Name of Nodal Officer :- Mr. Yatin Khule

**Information on Banking Ombudsman Scheme**

As per the Banking Ombudsman Scheme covered by the RBI directive dated 14 June 2002.

- 1) The Banking Ombudsman can receive complaints relating to the provision of banking services.
- 2) The Ombudsman may consider such complaints and facilitate the satisfaction/settlement by agreement or through conciliation and mediation between the Bank and the aggrieved party.

**For Maharashtra, the office of the Banking Ombudsman is at the following address**

General Manager

C/o. Reserve Bank of India,

4th Floor, RBI Byculla Office Building,

Opp. Mumbai Central Railway Station,

Byculla, Mumbai – 400 008.

022 23022028 02223022024

[bomumbai@rbi.org.in](mailto:bomumbai@rbi.org.in)

For more details please refer to the RBI website [www.rbi.org.in](http://www.rbi.org.in)