

Contact Details for Any Complaints & Grievances:

Address :-

ICBC, One BKC, 801, 8th Floor,

BKC, Mumbai -400051

Email:- 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

For more details please refer to the RBI website www.rbi.org.in