

General Details

Ombudsman Office	BO Kolkata	CEPC Office	NA
Complaint Number	202122005006501	Complaint Date	23/07/2021
Complaint To	RBI		

Details of the eligible regulated entity

Type	Bank	Category	NATIONALISED BANKS
Is complaint related to credit card?	No	Name	INDIAN BANK (ERSTWHILE ALLAHABAD BANK)
Branch	Gangtok (M Corp.)	District	EAST SIKKIM
State	SIKKIM	Address 1	SIKIM TRADERS ,INTERNATIONAL BLDG.,NH 31A,METRO POINT,GANGTOK-737101, , ,
Address 2		Branch Category	URBAN
Nodal Officer's name	Mr. Santosh Kumar Bhagat	Is your complaint against the wallet of the regulated entity	No
Name of the wallet		Transaction/Reference Number	
Is your complaint against a Business Correspondent?	No		

Complainant Details

Complainant Name	Complain against bank for not responding	Age	32
Gender	Female	Complainant Category	Individual
Email ID	sumitra20_gupta@yahoo.com	Mobile No	9679180706
Complainant Address	Gangtok,East Sikkim	Telephone No	9679180706

Account Details

Account category	ACCOUNTS	Account sub category	SAVINGS
Bank account no	50089855327	Card no	
Loan Account no			

Complaint Details

Category	ATM/DEBIT CARD	Grounds of complaint	Account debited but cash not dispensed by ATM
Subject Description	8(1)(L)(i)Non-adherence to the instructions of Reserve Bank on ATM / Debit Card and Prepaid Card operations in India by the bank or its subsidiaries	Disputed amount involved (in Rupees)	6000
Compensation sought, if any (in Rupees)	0	Facts of the complaint	I have raised complaint to bank regarding this matter and every time they raise a new ticket. I did not get any response and status of the ticket for 2 months and 13 days. I am continuously following with them but no response from their side to resolve this issue.

Nomination Details

Nomination	No	Representative Name	
Representative Telephone Number		Representative Email Id	
Representative Address Line 1		Representative Address Line 2	
Representative Place		Representative District	
Representative State		Representative Pincode	