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### Escalation Email IDs

Level	Email IDs
Customer Service Head - Resident	<a href="mailto:head.customerservice@idfcfirstbank.com">head.customerservice@idfcfirstbank.com</a>
Customer Service Head - NRI	<a href="mailto:head.nri@idfcfirstbank.com">head.nri@idfcfirstbank.com</a>

### List of RNO

S.No	Branch	Nodal Officer	Address	Email id	Coverage Area
1	Ahmedabad	Amit Sinha	Ground & Mezzanine Floor, Sun Square Complex, Off. C.G. Road, Ahmedabad - 380006, India.	RNO.Ahmedabad@idfcfirstbank.com	Gujarat, Union Territories of Dadra, and Nagar Haveli, Daman and Diu

2	Bangalore	Anto Alan	IDFC FIRST Bank , Plot No.7B ,Gandhi Mandapam Road , 3rd Floor ,Kotturpuram, Chennai – 600085.	RNO.Bangalore@idfcfirstbank.com	Karnataka
3	Bhopal	Sanjeev Varshney	IDFC FIRST Bank Ltd, Unit No. 302-302A, 3rd Floor, C/o Mr. Pramod Kumar Sethi, Megapolis Square, 579 MG Road, Indore, Madhya Pradesh-452001	RNO.Bhopal@idfcfirstbank.com	MP
4	Bhubaneswar	Manash Roy	Ground & Mezzanine Floor,Sun Square Complex,Off. C.G. Road, Ahmedabad - 380006,India	RNO.Bhubaneswar@idfcfirstbank.com	Orissa
5	Chandigarh	Anish Kapur	IDFC FIRST Ltd, SCO 169-170 Madhya Marg Sector 8C 160009	RNO.Chandigarh@idfcfirstbank.com	Himachal Pradesh, Punjab and Union Territory of Chandigarh and Panchkula, Yamuna Nagar and Ambala Districts of Haryana.
6	Chennai	G Rajeswaran	No 105, Tahera Manor,Nungambakkam High Road, Nungambakkam, Chenna - 600034.	RNO.Chennai@idfcfirstbank.com	Tamil Nadu, Union Territories of Puducherry (except Mahe Region) and Andaman and Nicobar Islands
7	Guwahati	Manash Roy	Ground & Mezzanine Floor,Sun Square Complex,Off. C.G. Road, Ahmedabad - 380006,India	RNO.Guwahati@idfcfirstbank.com	Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura
8	Hyderabad	Anto Alan	IDFC FIRST Bank , Plot No.7B ,Gandhi Mandapam Road , 3rd Floor ,Kotturpuram, Chennai – 600085.	RNO.Hyderabad@idfcfirstbank.com	Andhra Pradesh

9	Jaipur	Abhijit Singh Toor	IDFC FIRST Ltd,3 rd Floor Building no 2 Raheja Mindspace, Jui Nagar MIDC Industrial Estate Shiravane Nerul, Navi Mumbai, Maharashtra 400706	RNO.Jaipur@idfcfirstbank.com	Rajasthan
10	Kanpur	Abhijit Singh Toor	IDFC FIRST Ltd 2nd Floor Express Building 9-10 Bahadur	RNO.Kanpur@idfcfirstbank.com	Uttar Pradesh (excluding
			Shah Zafar Marg New Delhi 110002		Districts of Ghaziabad and Gautam Budh Nagar)

11	Kolkata	Manash Roy	Ground & Mezzanine Floor, Sun Square Complex, Off. C.G. Road, Ahmedabad - 380006, India	RNO.Kolkata@idfcfirstbank.com	West Bengal and Sikkim
12	Mumbai	Nitin Dange	IDFC FIRST Bank Ltd, 3rd Floor Building no 2 Raheja Mindspace Jui Nagar MIDC Industrial Estate Shiravane Nerul, Navi Mumbai, Maharashtra 400706	RNO.Mumbai@idfcfirstbank.com	Maharashtra and Goa
13	New Delhi	Sameer Chopra	IDFC FIRST Bank Ltd 2nd Floor Express Building 9-10 Bahadur Shah Zafar Marg New Delhi - 110002	RNO.Delhi@idfcfirstbank.com	Delhi, Haryana (except the districts of Ambala, Yamuna Nagar and Panchkula), and the districts of Ghaziabad and Gautam Budh
14	Patna	Manash Roy	IDFC FIRST Bank Ltd 2nd Floor Express Building 9-10 Bahadur Shah Zafar Marg New Delhi - 110002	RNO.Patna@idfcfirstbank.com	Bihar
15	Thiruvananthapuram	Anto Alan	IDFC FIRST Bank, Plot No.7B, Gandhi Mandapam Road, 3rd Floor, Kotturpuram, Chennai - 600085.	RNO.Thiru@idfcfirstbank.com	Kerala and Union Territory of Lakshadweep and Union Territory of Puducherry (only

					Mahe Region).
16	Dehradun	Abhijit Singh Toor	IDFC FIRST Bank Ltd 2nd Floor Express Building 9-10 Bahadur Shah Zafar Marg New Delhi-110002	RNO.Kanpur@idfcfirstbank.com	State of Uttarakhand and also the seven districts of Western Uttar Pradesh namely, Saharanpur, Shamli (Prabudh Nagar), Muzaaffarnagar, Baghat, Meerut, Bijnor and Amroha (Jyotiba Phule Nagar)
17	Ranchi	Manash Roy	IDFC FIRST Bank Ltd 2nd Floor Express Building 9-10 Bahadur Shah Zafar Marg New Delhi-110002	RNO.Patna@idfcfirstbank.com	Jharkhand
18	Raipur	Sanjeev Varshney	IDFC FIRST Bank Ltd, Unit No. 302-302A, 3rd Floor, C/o Mr. Pramod Kumar Sethi, Megapolis Square, 579 MG Road, Indore, Madhya Pradesh-452001	RNO.Bhopal@idfcfirstbank.com	Chhattisgarh
19	Jammu	Anish Kapur	IDFC FIRST Bank Ltd 2nd Floor Express Building 9-10 Bahadur Shah Zafar Marg New Delhi-110002	RNO.Delhi@idfcfirstbank.com	Jammu & Kashmir

## PNO Address

### **The Principal Nodal Officer:**

Mr. M Choudhary

IDFC FIRST Bank Ltd. Building no.2, Raheja Mindspace, MIDC  
Industrial Area, Shiravane, Juinagar, Nerul, Navi Mumbai 400706

Maharashtra India Landmark: Raheja Universal or Honda Service Center

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