

Level 1 - Customer Service:

Mode	Contact details
Call Center	1800 10 888 (24*7)
Email	banker@idfcfirstbank.com
For NRI customers	nriservices@idfcfirstbank.com

If you have not received a satisfactory response at Level 1 within 7 days, please approach to our Level 2

Level 2 – Regional Nodal Officer

Regional Nodal Officer Email ID	rno@idfcfirstbank.com
Regional Nodal Officer Contact Number	022-41652700 Timing – Monday to Saturday – 9:30 to 18:00 (except 2 nd and 4 th Saturdays and all bank holidays)

- [List of Regional Nodal Officers:](#)

S. No	Branch	Nodal Officer Name	Nodal officer Address	Coverage Area
1	Ahmedabad	Bhavesb Bhavsar	IDFC FIRST Bank, Sun Square CG Road, TP 20, FP No 80 to 91, Umashankar Joshi Marg, Beside Hotel Regenta, Navrangpura, Ahmedabad, Gujarat 380006	Gujarat, Union Territories of Dadra, and Nagar Haveli, Daman and Diu
2	Bangalore	Gopalakrishna Pai	IDFC FIRST Bank, Ground & First Floor, N.P. Arcade, No.245/1, 4th Cross Road, OMBR Layout, Banaswadi, Bangalore 560043	Karnataka
3	Bhopal	Nitish Sinha	IDFC FIRST Bank, First & Sixth Floor, Benchmark Business Park, Block no. A3, PU4, Commercial, Scheme no. 54, Vijay Nagar, Indore, M.P. 452010	Madhya Pradesh
4	Chandigarh	Naresh Sukhija	IDFC First Bank, First & Second Floor, 28 -28 A, Industrial Area Phase – 1, Chandigarh – 160002	Himachal Pradesh, Punjab, Union Territory of Chandigarh and Panchkula, Yamuna Nagar and Ambala Districts of Haryana.

S. No	Branch	Nodal Officer Name	Nodal officer Address	Coverage Area
5	Chennai	Gideon N	IDFC FIRST Bank, Plot No.7B, Gandhi Mandapam Road, 1st Floor, Kotturpuram, Chennai – 600085.	Tamil Nadu, Union Territories of Puducherry (except Mahe Region) and Andaman and Nicobar Islands
6	Guwahati	Saptarshi Samanta	IDFC FIRST Bank, Ground floor, Saluja Building, PP Compound, Behind Kalyan Jewelers, Sujata Chowk, Ranchi, Jharkhand-834001	Arunachal Pradesh, Manipur and Mizoram,
7	Hyderabad	Kunal Shah	IDFC FIRST Bank, 1-10-63/1/1, Veer Chambers, Chikoti Gardens, Begumpet, Hyderabad - 500016	Andhra Pradesh and Telangana
8	Jaipur	Mayank Solanki	IDFC FIRST Bank – Ground Floor, G1 and G2 Aarcade, K-12, Malviya Marg, C-Scheme, Jaipur - 302001	Rajasthan
9	Kanpur	Prashant Rana	IDFC FIRST Bank, Ground Floor, Premises bearing number -17/3-B, Meghdoot Hotel Building, Mall Road, Kanpur, Kanpur Nagar – 208001	Uttar Pradesh (excluding Districts of Ghaziabad and Gautam Budh Nagar)
10	Kolkata	Rakesh Upadhyay	IDFC FIRST Bank, Ground floor, Vishnu Chambers, J-4, Block GP, Salt Lake Sector 5, Biddhannagar, Kolkata-700091	West Bengal and Sikkim
11	Mumbai	Meenakshi Saliyan	IDFC FIRST Bank, Building no. 09, 17th floor, Gigaplex Raheja Mindspace IT-5, Airoli, Navi Mumbai – 400708	Maharashtra and Goa
12	New Delhi	Anubha Jain	IDFC First Bank, Ground Floor, Shop No: G-01 & G-02, Bhagwati Plaza, Plot No: 12, Sector: 5, Dwarka, New Delhi - 110075	Delhi, Haryana (except the districts of Ambala, Yamuna Nagar, and Panchkula), and Uttar Pradesh (districts of Ghaziabad and Gautam Budh Nagar)
13	Thiruvananthapuram	Gideon N	IDFC FIRST Bank, Plot No.7B, Gandhi Mandapam Road, 1st Floor, Kotturpuram, Chennai – 600085.	Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry (only Mahe Region).

S. No	Branch	Nodal Officer Name	Nodal officer Address	Coverage Area
14	Dehradun	Manoj Pandey	IDFC FIRST Bank, 59/3 Ground & 2nd floor Rajpur Road Dehradun, next to IDBI BANK Uttarakhand- 248001	Uttarakhand
15	Ranchi	Saptarshi Samanta	IDFC FIRST Bank, PP Compound, Upper Ground Floor, Saluja Building, behind Kalyan Jewellers, Kanka, Ranchi, Jharkhand 834001	Jharkhand, Odisha, Assam, Nagaland, Meghalaya, Tripura & Bihar
16	Raipur	Bablu Patel	IDFC FIRST Bank, Regional Office, 5th Floor, Moti Mahal Palladium, Raipur, Chhattisgarh-492001	Chhattisgarh
17	Jammu	Naresh Sukhija	IDFC First Bank, First & Second Floor, 28 - 28 A, Industrial Area Phase – 1, Chandigarh – 160002	Jammu & Kashmir

If you have not received a satisfactory response at Level 2 within 7 days, please escalate to our Principal Nodal Officer

Level 3- PNO Address

The Principal Nodal Officer:

Mr. Vipul Raj
IDFC FIRST Bank Ltd.
Building no. 09, 17th floor, Gigaplex Raheja Mindspace IT-5, Airoli, Navi Mumbai – 400708, Maharashtra.
Email ID: - pno@idfcfirstbank.com
Number: - 1800 209 9771 (24*7)

Standard Turn-around Time (TAT) for broad level of Requests / Queries / Complaints

Mentioned below is the range of TATs applicable for Requests or Queries or Complaints within a broad classification.

Request / Query / Complaint Classification	Turn Around Time (In working days)	Remarks
ATM Related	1- 5	Concerns where cash not dispensed from IDFC FIRST bank ATM / other bank ATM. Cases of chargeback where transaction claimed as successful.
	45	Concerns where cash not dispensed from International Other Bank ATM. Cases of chargeback where transaction claimed as successful.
Transaction / dispute related	3 – 35	UPI / IMPS Transactions including wrong transfer
	45	POS / Ecom Transactions
	1 - 90	Credit Cards Transactions
	90	Unauthorized transaction dispute related (calendar days)
Account Management	1 - 7	Queries / Requests pertaining to Account maintenance / Account activation / Account conversion / Account transfer / Account upgrade / Account freeze and unfreeze / Lien deletion
	1 - 15	Updation of death of primary / non primary account holder
Account Opening / Closing	1 - 5	Queries / Requests pertaining to account opening/ account closing/ status of account
Net Banking / Mobile App Related	1 - 7	Queries / Request pertaining to technical Processing / Servicing issues faced for net banking and mobile app as a product or services.
Credit Card Application Related	5 - 7	Credit Card application & Add-on processing TAT
Collection Related	1 - 15	Queries / Request pertaining to disputes to Collection calls / Loan settlement.

Request / Query / Complaint Classification	Turn Around Time (In working days)	Remarks
Credit Cards Life Cycle Related	2 - 7	Queries / Requests pertaining to Credit Card life cycle related such as Reissue / Replacement / Limit related / Duplicate Statement related / Bill Cycle related / Blocking & unblocking related
Demographics Related	3 - 7	Queries / Requests pertaining to modification or updation of Mobile Number / Address / Email / Name / Date of Birth / Signature / Aadhaar / PAN / GST
Third Party Product Related	1 - 15	Queries / Requests pertaining to Insurance Products / PM-Insurance schemes – PMJJBY, PMSBY , Atal Pension Yojana - APY & PFRDA related products and Mutual Fund.
	1 - 30	Accidental / Theft / Death Claims
Deliverables Related	3 - 7	Queries / Requests pertaining to Welcome Kit Related / Delivery Dispute / Delivery status / Dispatch status
Credit Card Rewards & Benefits Related	1 - 5	Queries / Request pertaining to rewards points credit / redemption
CIBIL / Bureau Related	1 - 30	Queries / Request pertaining to Bureau updation / Suppression
Loan Closure	1 - 15	Queries / Request pertaining to Loan Closure / NOC / Excess Refund
Charges Waiver / Refund	1 - 7	Queries / Request pertaining to Waiver of charges / Excess Refund
Payment Related	1 - 20	Queries / Request pertaining to Payment Updation

Certain queries where there are dependencies on external parties for a resolution warrant a higher TAT towards resolution. An indicative example is queries or complaints of the following types:

- Retrieval of CCTV footage from Acquirer Banks
 - Disputed POS transaction – Reversal request raised to acquirer through network
 - Disputed Online payments – Reversal requests raised through third party aggregators
- Request / Complaint Classification Turnaround Time (In working days)