

Tele : 011-25692151
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Air Headquarters
Dte of AV (Family Pension)
Subroto Park,
New Delhi - 10

Air HQ/99798/1/3/Gen/FP/DAV

05 Sep 18

As per distribution list

**PENSION COMPLAINTS AND GRIEVANCES TO CONSUMER EDUCATION AND
PROTECTION CELL (CEPC) UNDER RESERVE BANK OF INDIA**

1. Annexed herewith please find RBI letter No. DGBA.GBD: No. 577/45.05.031/2018-19 dated 03 Sep 18 along with list of CEPCs.
2. On account of rising representation by pensioners with regard to pension complaints and grievances against disbursing banks, the case was taken up with Reserve Bank of India (RBI) for a prompt resolution. In response, RBI vide its ibid mentioned letter has advised this Directorate to pursue the case directly with its Consumer Education and Protection Cell (CEPC) located at their Regional Offices across the country.
3. In view of the above, all representations related to bank grievances received from pensioners may be forwarded to CEPCs for prompt resolution.



(Ashok Saini)
Gp Capt AV (A&N)

Annexure: As stated.

Distribution list:

Gp Capt AV (IT)
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: Request to upload the same on DAV website.

For info only.



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA
www.rbi.org.in

DGBA.GBD. No. 577/45.05.031/2018-19

September 03, 2018

Air Headquarters
Directorate of Air Veterans
Subroto Park
New Delhi - 110010

Dear Sir/Madam,

Procedure to address pension complaints and grievances

Please refer to our letter DGBA.GBD.3281/45.05.031/2016-17 dated June 15, 2017 (copy enclosed for ready reference).

2. We like to inform that RBI has Consumer Education and Protection Department (CEPD) at the Central Office at Mumbai and Consumer Education and Protection Cells (CEPCs) in Regional Offices of RBI to address the complaints from the pensioners regarding deficiencies in customer services rendered by pension disbursing banks. A list of CEPCs, along with their jurisdiction, is enclosed as annexure for your reference.

3. Accordingly, we request your good office to send complaints against the pension disbursing bank to the Consumer Education and Protection Cell (CEPC) directly under whose jurisdiction the concerned branch of the pension disbursing bank falls. This will ensure prompt resolution of the complaints received from the pensioners.

4. Please acknowledge receipt of this letter.

Sgt John (Left)

Yours faithfully

V. 128

Partha Choudhuri
(Partha Choudhuri)
General Manager
Encl: As above

1. Pl consolidate +
no. d/t for
- printing FTT
- uploading on
Dev Website

सरकारी और बैंक सेवा विभाग, केंद्रीय कार्यालय, मुंबई सेंट्रल रेलवे स्टेशन के सामने, 4th फ्लोर, बायकुला, मुंबई - 400 008
Department of Government & Bank Accounts, Central Office, Opp. Mumbai Central Railway Station, 4th Floor, Byculla, Mumbai - 400 008
Telephone: (022) 23018214, (022) 23001670 Fax No. (022) 2300 8784/23009128/2301 0098, e-mail: gamicdabaco@rbi.org.in

हिंदी भाषान में, इसका प्रयोग न करें।

2. Give copy of
it to all
Sub Dte.

[Handwritten signature]



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

www.rbi.org.in

डीजीबीए. जीबीडी/ 577/45.05.031/2018-19

सितंबर 03, 2018

वायुसेना मुख्यालय
भूतपूर्व वायुयोद्धा निदेशालय
सुब्रोतो पार्क
नई दिल्ली - 110 010

महोदय

पेंशन शिकायतों के समाधान की प्रक्रिया

कृपया 15 जून 2017 के हमारे पत्र डीजीबीए.जीबीडी.सं.3281/45.05.031/2016-17 (सुलभ संदर्भ हेतु प्रतिलिपि संलग्न है) का संदर्भ देखें।

2. हम यह सूचित करना चाहते हैं कि पेंशन वितरणकर्ता बैंकों द्वारा प्रदान की जा रही ग्राहक सेवा में कमियों से संबंधित पेंशनभोगियों की शिकायतों का समाधान करने के लिए भारतीय रिज़र्व बैंक में मुंबई स्थित उसके केंद्रीय कार्यालय में ग्राहक शिक्षण और संरक्षण विभाग(सीईपीडी) है और उसके क्षेत्रीय कार्यालयों में उपभोक्ता शिक्षण और संरक्षण कक्ष(सीईपीसी) हैं। उनके क्षेत्राधिकार सहित उपभोक्ता शिक्षण और संरक्षण कक्ष(सीईपीसी) की सूची संदर्भ के लिए इसके साथ अनुबंध के रूप में संलग्न है।

3. तदनुसार आपसे अनुरोध है कि आप पेंशन वितरणकर्ता बैंक के विरुद्ध ऐसी शिकायतें सीधे उस उपभोक्ता शिक्षण और संरक्षण कक्ष(सीईपीसी), जिसके क्षेत्राधिकार में पेंशन वितरणकर्ता बैंक की संबंधित शाखाएं आती हैं, को प्रेषित करें। इससे पेंशनभोगियों से प्राप्त शिकायतों का त्वरित समाधान सुनिश्चित किया जा सकेगा।

4. कृपया इस पत्र की प्राप्ति सूचना भेजें।

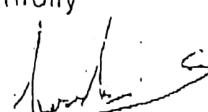
भवदीय

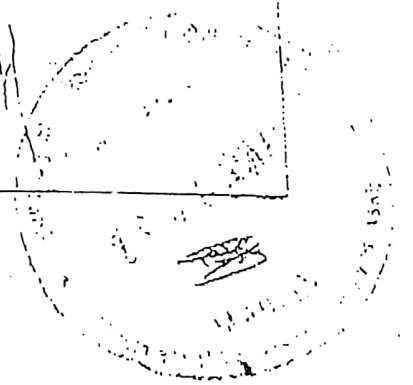

(पार्था चौधरी)
महाप्रबंधक

संलग्नक : यथोक्त



भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA
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जीबीए जीबीडी/ 45.05.031/2016-17 जून 15, 2017	DGBA.GBD/ 3281/45.05.031/2016-17 June 15, 2017
वायुसेना मुख्यालय, भूतपूर्व वायुयोद्धा निदेशालय, सुब्रतो पार्क, नई दिल्ली-110010	Air headquarters, Directorate of Air Veterans Subroto Park, New delhi- 110010.
महोदय	Dear Sir,
शिकायत की प्राप्ति की संख्या में वृद्धि : परिवार पेंशनभोगी	Increased number of receipt of grievances: Family Pensioners
उपर्युक्त विषय पर 20 जनवरी, 2017 के अपने पत्र वायुसेना मुख्यालय/99798/2/एफ/ डीएवी का संदर्भ देखें।	Please refer to your letter Air HQ/99798/2/FP/DAV dated January 20, 2017 on the above subject.
2. इस संबंध में, आपको किसी बैंक के खिलाफ किसी भी विशिष्ट मामले में यदि कोई शिकायत है तो कृपया हमें इसका ज्ञा करा दें, तो हम इस मामले में उचित कार्रवाई कर सकें।	2. In this connection, please give us the details of specific cases against any bank, if any, so that we may take up the issue appropriately.
भवदीय/Yours faithfully	
 हर्षा वर्धन/(Harsha Vardhan) प्रबंधक/ Manager	



सरकारी और बैंक लेखा विभाग, केंद्रीय कार्यालय, मुंबई सेंट्रल रेलवे स्टेशन के सामने, चौथी मंजिल, भायखळा, मुंबई - 400 008
Department of Government & Bank Accounts, Central Office, Opp Mumbai Central Railway Station, 4th Floor, Byculla, Mumbai - 400 008
Telephone: (022) 23018214, (022) 23001870 Fax No. (022) 2300 8764/23008126/2301 0095, e-mail: pccgmdgbaco@rbi.org.in

हिंदी आसान है, इसका प्रयोग बढ़ाइए।

Annexure

List of Consumer Education and Protection Cell (CEPC) and their jurisdiction

S.No	Regional Office	Jurisdiction	Address
1	Agartala	State of Tripura	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, Old Municipal Road, 2nd Floor Jackson Gate Building, Lenin Sarani, Agartala - 799001
2	Ahmedabad	State of Gujarat and Union Territories of Daman & Diu and Dadra & Nagar Haveli	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, Near Gandhi Bridge, Income Tax Circle, Ashram Road, Ahmedabad - 380 014
3	Aizawl	State of Mizoram	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, F. Kapsanga Building (3rd Floor), Opposite Assam Rifles Gate, Dawrpui, Aizawl - 796 001
4	Bengaluru	State of Karnataka	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, 10/3/8, Nrupthunga Road, Bengaluru - 560 001
5	Belapur	Following districts of Maharashtra - Raigarh, Ratnagiri, Sangli, Satara, Sindhudurg, Solapur, Pune, Kolhapur, Thane, Palghar, Navi Mumbai	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, 2nd Floor, Plot No. 3, H. H. Nirmaladevi Marg, Sector 10, CBD Belapur Navi Mumbai - 400 614.
6	Bhopal	State of Madhya Pradesh	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India,

Hoshangabad Road, P.B. No. 32,
Bhopal-462 011.

7	Bhubaneswar	State of Orissa	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, Pt. Jawaharlal Nehru Marg, P.B.No. 16, Bhubaneswar - 751001, Orissa.
8	Chandigarh	States of Haryana, Punjab and the Union Territory of Chandigarh	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, Central Vista, Sector- 17, Chandigarh - 160 017.
9	Chennai	State of Tamil Nadu and Union Territory of Puducherry	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, Fort Glacis, No. 16, Rajaji Salai, Chennai - 600 001.
10	Dehradun	State of Uttarakhand	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, 74/1, Rajpur Road, GMVN Building, Dehradun- 248 001, Uttarakhand.
11	Gangtok	State of Sikkim	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, Tseyang Dzong, Amdo Golai, NH-10 A, P.O. - Tadong, Gangtok -737102
12	Guwahati	States of Assam, Arunachal Pradesh, Meghalaya, Mizoram, Nagaland	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, Pan Bazaar, Station Road, Guwahati - 781 001.
13	Hyderabad	States of Andhra Pradesh and Telangana	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, 6-1-56, Secretariat Road, Saifabad, Hyderabad-500 004.
14	Imphal		The Regional Director,



		State of Manipur	Consumer Education and Protection Cell, Reserve Bank of India, Opp. Manipur Legislative Assembly, Lilashing Khongnangkhang Imphal (Manipur) - 795 001.
15	Jaipur	State of Rajasthan	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, Rambagh Circle, Tonk Road Jaipur-302 004.
16	Jammu	State of Jammu & Kashmir	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, Rail Head Complex, Jammu - 180 012.
17	Kanpur	Following districts of Uttar Pradesh - Saharanpur, Muzaffarnagar, Bagpat, Meerut, Bijnor, Ghaziabad, Hapur (Panchsheel Nagar), Amroha (Jyotiba Phule Nagar), Moradabad, Gautam Buddha Nagar, Bulandshahar, Rampur, Budaun, Bareilly, Pilibhit, Aligarh, Mathura, Hathras (Mahamya Nagar), Farrukhabad, Shahjahanpur, Agra, Firizabad, Etah, Mainpuri, Etawah, Kannauj, Auraiya, Jalaun, Kanpur Nagar, Sitapur, Kanpur Dehat (Ramabai Nagar), Jhansi, Lalitpur, Hamirpur, Mahoba, Sambhal (Bheem Nagar), Kasganj (Kanshi Ram Nagar)	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, Post Box No. 82/142, M.G Road, Kanpur - 208 001.
18	Kochi	Following districts of Kerala - Ernakulum, Thrissur, Iddukki, Palakkad	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India Ernakulam North, Kochi - 682 018.
19	Kolkata		The Regional Director,



		State of West Bengal and A & N Islands	Consumer Education and Protection Cell, Reserve Bank of India, 15, Netaji Subhas Road, Kolkata - 700 001.
20	Lucknow	Following districts of Uttar Pradesh – Unnao, Lucknow, Barabanki,, Lakhmipur Keri, Hardoi, Bahraich, Shrawasti, Gonda, Balrampur, Siddharth Nagar, Banda, Fatehpur, Rae Bareli, Faizabad, Basti, Chitrakoot, Sant Kabir Nagar, Maharajganj, Allahabad, Jaunpur, Azamgarh, Gorakhpur, Mirzapur, Sant Ravidas Nagar, Varansi, Ghazipur, Mau, Deoria, Kushinagar, Sonbhadra, Chandauli, Balia, Kaushambi, Pratap Garh, Ambedkar Nagar, Amethi (Chhatrapati Shahu Maharaj Nagar), Sultanpur, Shamli	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, 8-9, Vipin Khand, Gomti Nagar, Lucknow- 226 010.
21	Mumbai	Following districts of Maharashtra – Mumbai Suburban, Nashik, Mumbai City, Dhule, Jalgaon, Nandurbar, Aurangabad, Ahmednagar, Jalna, Bid, Osmanabad, Parbhani	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, Post Bag No. 901, Main Building Shahid Bhagat Singh Marg, Mumbai 400 001
22	Nagpur	Following districts of Maharashtra – Akola, Amaravati, Bhandara, Chandrapur, Gadchiroli, Gondya, Hingoli, Latur, Nagpur, Nanded, Wardha, Washim, Yavatmal	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, Dr. Raghavendra Rao Road Civil Lines, P.B.No.15 Nagpur - 440 001
23	New Delhi	National Capital Region of New Delhi	The Regional Director,



			Consumer Education and Protection Cell, Reserve Bank of India, 6, Sansad Marg, New Delhi - 110 001.
24	Panaji	State of Goa	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, 7th Floor, Gera Imperium-II Patto, Panaji - 403 001.
25	Patna	State of Bihar	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, South Gandhi Maidan, Patna - 800 001.
26	Raipur	State of Chhattisgarh	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, Subhashish Parisar, Satya Prem Vihar, Mahadev Ghat Road Sunder Nagar, Raipur- 492 013
27	Ranchi	State of Jharkhand	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, R.R.D.A. Building, Pragati Sadan (4th Floor), Kutchery Road, Ranchi - 834001.
28	Shillong	State of Meghalaya	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, Apphira Building, Fruit Garden, Shillong- Jowai Road, PO - Laitumkhrah Shillong - 793 003, Meghalaya.
29	Shimla	State of Himachal Pradesh	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, 40, SDA Complex Basement - 1 Kasumpti, Shimla - 171 009, Himachal Pradesh.
30	Thiruvananthapuram	Following districts of Kerala - Kottayam, Alappuzha, Pathanamthitta, Kollam,	The Regional Director, Consumer Education and Protection Cell, Reserve Bank of India, Bakery



