Airtel Payments Bank – Complaints & Escalation Flow

Complaints & Escalation Flow

Customer Query / Complaint / Requests

Level 1 – Customer Care

- Call Customer Care: 1800-2340
- Visit nearest Banking Point / CGO
- Submit Online Complaint Form (Website / App)
- Email: wecare@airtelbank.com

Query Resolved?

Yes → Complaint Closed / Query Resolved

No →

Level 2 – Grievance Officer

In case you are not satisfied the resolution provided at Reach out on **Grievance.officer@airtelbank.com**

Query Resolved?

Yes → Complaint Closed / Query Resolved

No →

Level 3 – Principal Nodal Officer

In case not satisfied with resolution provided at Level 2

- **Principal Nodal Officer – Contact**
- **Name: Rohit Oberoi**
- **Designation: (VP)**
- **Address: Airtel Payments Bank Ltd. 5th Floor, Sewa Towers, Udyog Vihar phase - IV, Gurgaon – 122015**
- **Phone: 0124-4247797**
- **Email: pno@airtelbank.com**

Query Resolved?

Yes → Complaint Closed / Query Resolved

If you have not received response within 30 days of lodging a complaint →

RBI Ombudsman Initiated

To register complaint with RBI Ombudsman, please visit on **https://cms.rbi.org.in**

To refer to the salient features of The Reserve Bank - Integrated Ombudsman Scheme, 2025, you may click on:
English – **https://www.rbi.org.in/Scripts/BS_PressReleaseDisplay.aspx?prid=62052**

To know more about The Reserve Bank - Integrated Ombudsman Scheme, 2025, you may click on:
English - **https://rbidocs.rbi.org.in/rdocs/Content/PDFs/DRAFTOMBUDSMAN071025107BF433C0A24156A6806F153F52C828.PDF**

Complaint Escalation for Insurance Related Grievances

Insurance Grievance

Level 1 – Customer Care

- Complaint Reviewed
- Resolution Provided

Query Resolved?

Yes → Complaint Closed / Query Resolved

No →

Level 2 – Grievance Officer

If not received any response within 14 working days, he/she may escalate the matter to Grievance Redressal Cell: **grievance.officer@airtelbank.com**

Query Resolved?

Yes → Complaint Closed / Query Resolved

No →

Level 3 – Principal Nodal Officer

If the resolution provided at grievance officer does not meet your expectation, you can write to Mr. Rohit Oberoi (Principal Nodal Officer)
Contact Number: **0124 - 4247797**

- Email: **pno@airtelbank.com**
- Address: Airtel Payments Bank Ltd. 5th Floor, Sewa Towers, Udyog Vihar phase - IV, Gurgaon – 122015
- Timings: Every Day from 9:30 AM to 6:30 PM (including public holidays)

Query Resolved?

Yes → Complaint Closed / Query Resolved

No →

Level 4 – If after having followed Level 1, Level 2 and Level 3 the issue remains unsolved, client may approach the Insurance Regulatory and Development Authority of India (IRDAI) at

- https://bimabharosa.irdai.gov.in/ (earlier known as IGMS) or
- Insurance Ombudsman at https://cioins.co.in/Complaint/Online respectively.
- The maximum limit for the amount under dispute for which the Ombudsman can entertain a complaint is up to Rs. 50 lakhs.

Report a Fraud

Communicate with us

www.airtelpayments.bank.in/static/contact-us

Report on

i.airtel.in/AIRBNK/fraudreporting-web

Also Connect to report froud

Contact Number: **18002033330**

Email: **fraud.reporting@airtelbank.com**

For reporting to National Cyber Crime Helpline Report on

Website : **www.cybercrime.gov.in**

Helpline Numbwer: **1930**

We assure you that we shall fully co-operate with the law enforcement agencies and shall follow their further instructions, in regards to your Cyber Complaint.
To avoid any account misuse, we request you to periodically change you MPIN.
For more info, visit: **https://www.pib.gov.in/PressReleasePage.aspx?PRID=1814120**
Note : Never share any confidential information like MPIN, OTP, CVV, passwords, etc. with anyone including anyone claiming to be Airtel Payments Bank official. The Bank never asks you to share your MPIN, OTP, CVV, passwords, etc