

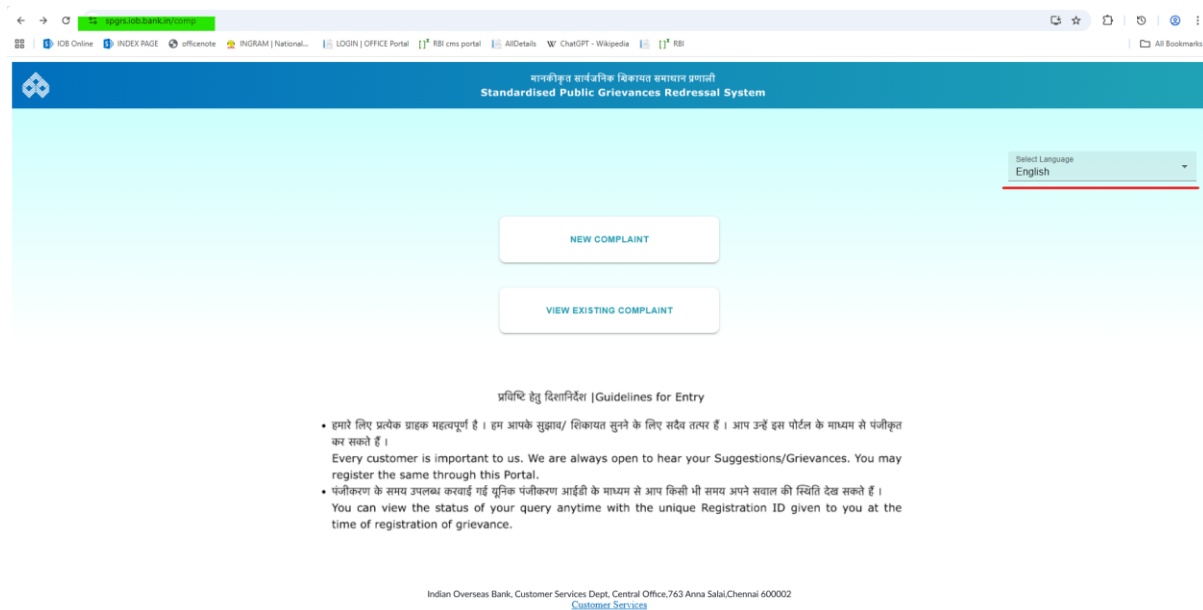
PROCEDURE FOR LODGING A COMPLAINT

The URL to access Complaint management is <https://spgrs.iob.bank.in/comp>

Choose language from the dropdown menu.

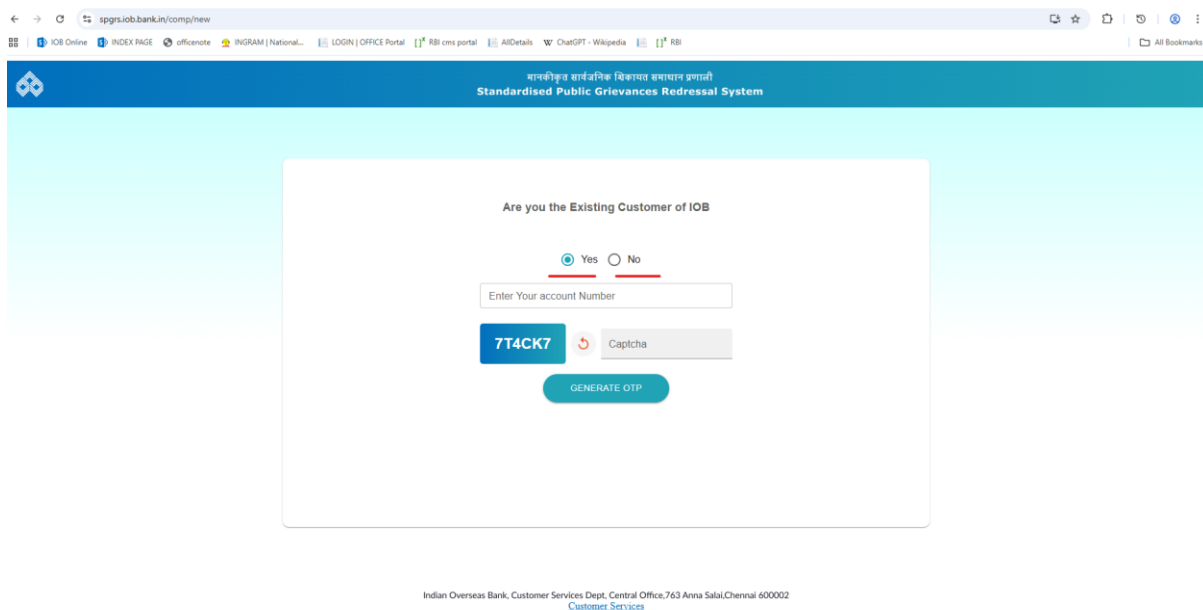
Select New Complaint button if lodging a new Complaint.

Select View Existing Complaint if inquiring or acting upon an existing complaint.



Lodging New Complaint process:

If existing customer choose “Yes” and enter the account number.



If noncustomer, enter the mobile number.

The screenshot shows a form titled "Are you the Existing Customer of IOB". Below the title are two radio buttons: "Yes" (unselected) and "No" (selected). Underneath is a text input field labeled "Enter Your Mobile Number". To the left of the input field is a blue box containing the text "7T4CK7". To the right is a grey box labeled "Captcha" with a refresh icon. Below these elements is a teal button labeled "GENERATE OTP".

Enter account number or Mobile Number and Captcha and click on generate OTP.

The screenshot shows a form titled "Are you the Existing Customer of IOB". Below the title are two radio buttons: "Yes" (selected) and "No" (unselected). Underneath is a text input field labeled "Enter Your account Number" containing the text "043" followed by a masked area and "21". To the left of the input field is a blue box containing the text "7T4CK7". To the right is a grey box labeled "Captcha" containing the text "7T4CK7" with a refresh icon. Below these elements is a teal button labeled "GENERATE OTP".

Enter the OTP AND CLICK ON VERIFY

Enter Verification Code

OTP has been sent to your mobile number 77xxxxxx00

If you have not received the OTP
Resend

[Verify and Continue](#)

Code will expire in 43 seconds

Choose the Category, Sub Category and Sub-Sub Category of the complaint.

Enter the complaint description.

Attach any attachment if any.

Click on Submit.

Enter Complaint Details

Account Number

CIF ID

Customer Name

Enter your mail ID

Mobile Number

Category

Subcategory

Sub-Subcategory

Enter complaint description*

This a demo. Please enter your complaint description here.

Attachment
Max 1 of 3 MB (PDF/PNG/JPEG)

[SUBMIT](#)

A complaint ID will get generated. Customer will also receive email and SMS acknowledgement.

Complaint Registered Successfully!

Your complaint with Id **C202** **591** has been registered successfully. our team is now actively working on resolving your issue. We appreciate your patience and will keep you updated on the progress. Thank you for bringing this to our attention.

[Back To Home](#)

Complaint Inquiry

Click on View Existing complaint

सामाजिक न्याय के लिए: शिकायत समाधान प्रणाली
Standardised Public Grievances Redressal System

Select Language
English

[NEW COMPLAINT](#)

[VIEW EXISTING COMPLAINT](#)

प्रविष्टि हेतु दिशानिर्देश | Guidelines for Entry

- हमारे लिए प्रत्येक शिकायत महत्वपूर्ण है। हम आपके सुझाव/ शिकायत सुनने के लिए सदैव तैयार हैं। आप उन्हें इस पोर्टल के माध्यम से पंजीकृत कर सकते हैं।
- Every customer is important to us. We are always open to hear your Suggestions/Grievances. You may register the same through this Portal.
- पंजीकरण के समय उपलब्ध कलाई गईं युनिक पंजीकरण आईडी के माध्यम से आप किसी भी समय अपने सवाल की स्थिति देख सकते हैं। You can view the status of your query anytime with the unique Registration ID given to you at the time of registration of grievance.


Indian Overseas Bank, Customer Services Dept., Central Office, 763 Anna Salai, Chennai 600002
[Customer Services](#)

Complaint can be searched by complaint ID or Registered Mobile Number

View Complaint Status

Complaint ID Mobile Number

Enter Complaint ID

IU58N8 


GENERATE OTP

View Complaint Status

Complaint ID Mobile Number

Enter Complaint ID

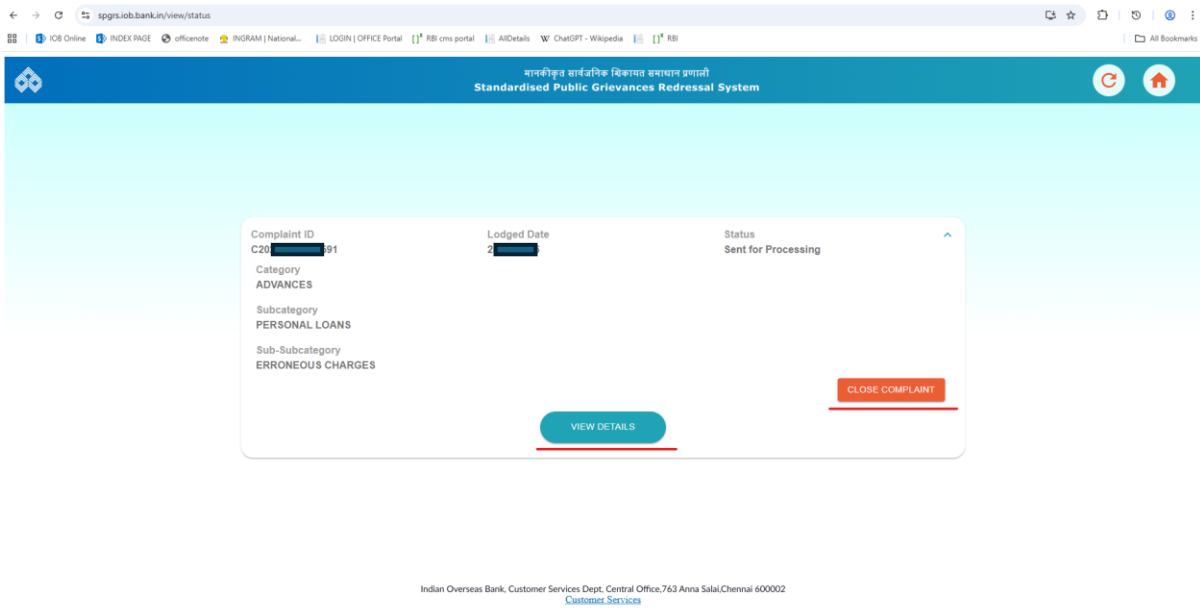
C202

IU58N8 

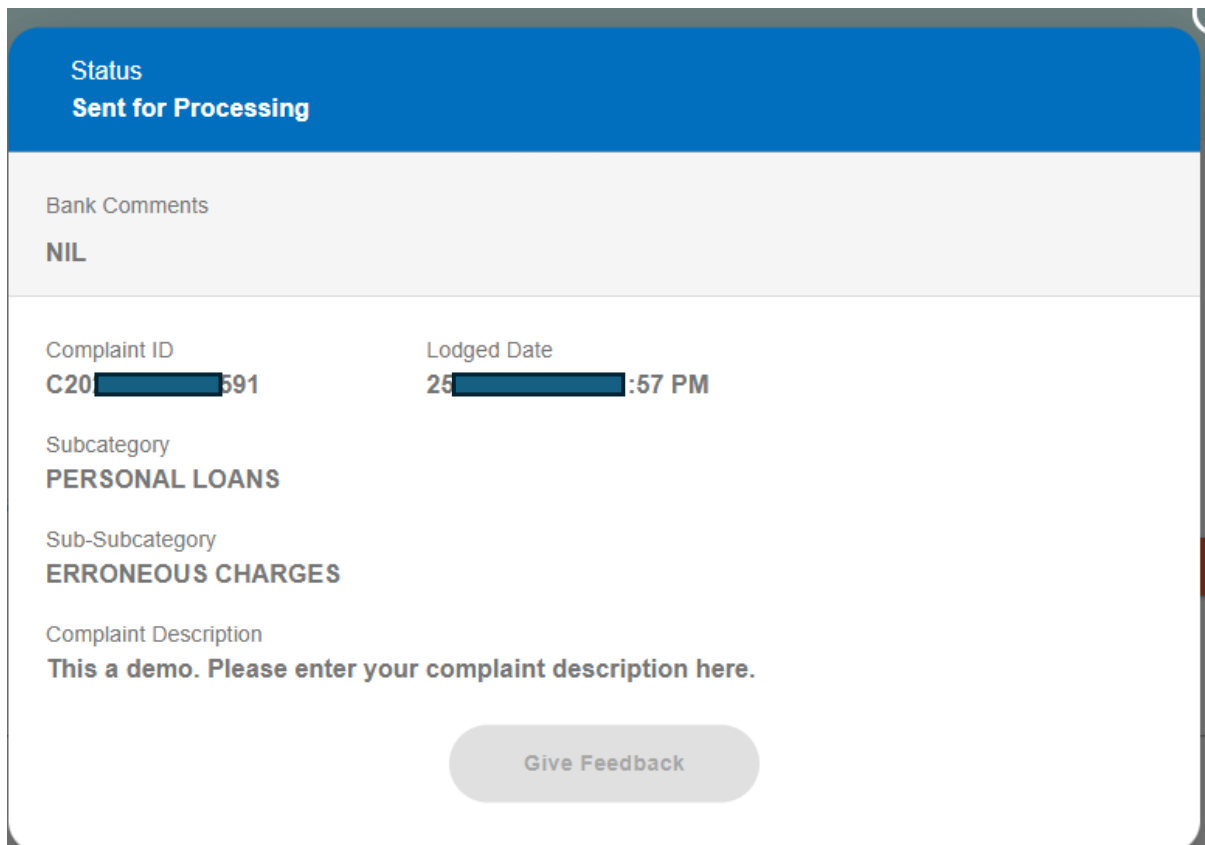
GENERATE OTP

After OTP Verification: Basic details of the complaint will be furnished.

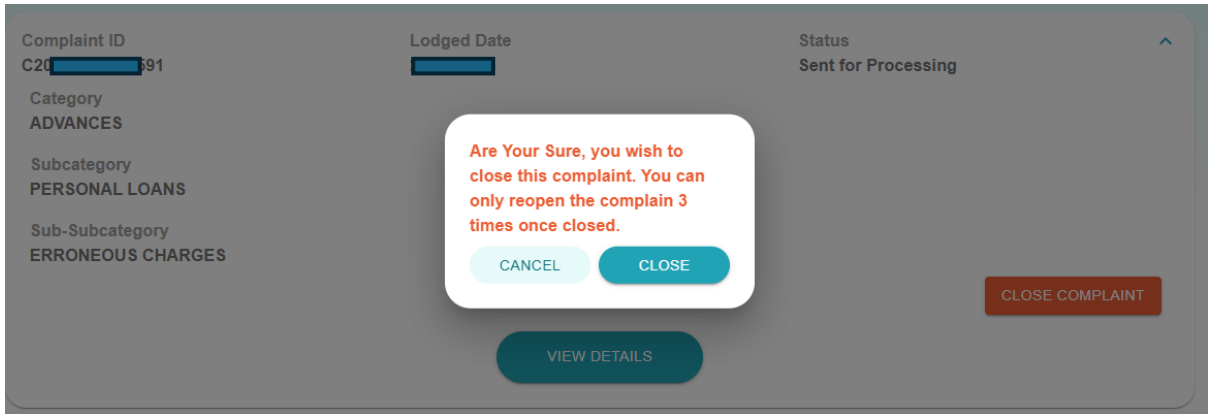
Click on View Details to see further details of a complaint.



After clicking View details, customer can see further details.

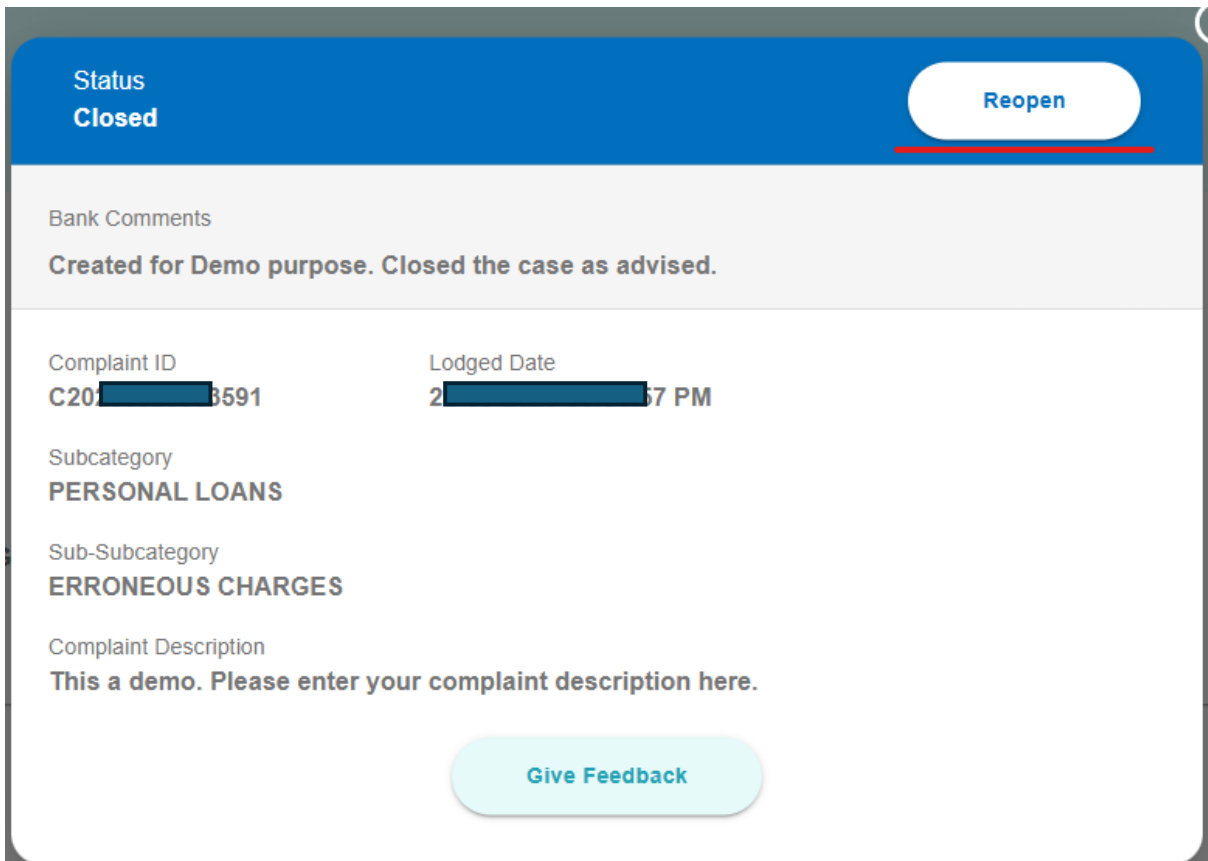


Customer can close the complaint voluntarily if satisfied with the resolution by clicking on CLOSE COMPLAINT button.



Reopening a complaint:

After closure of the complaint, if the customer is not satisfied, customer can reopen the complaint by clicking on reopen button.



Status
Closed

Reopen

Bank Comments

Reopening Details.

Please Specify the reason.*

Reopening for demo.Reopening for demo.Reopening for demo.Reopening for demo.

Attachment
Max 1 attachment of 3MB. PDF, PNG or JPEG format

SUBMIT

This is a demo. Please enter your complaint description here.

Give Feedback

The case gets reopened with a new complaint ID tagged to the previous complaint ID:

Complaint ID - Reopened
C20[redacted]694

Lodged Date
[redacted]

Status
Sent for Processing

Parent Complaint ID
C20[redacted]91

Category
ADVANCES

Subcategory
PERSONAL LOANS

Sub-Subcategory
ERRONEOUS CHARGES

VIEW DETAILS

CLOSE COMPLAINT

Providing Feedback on complaints:

Feedback can be provided on closed complaints only. Click on view details of the complaint.

Complaint ID C2[REDACTED]591 Lodged Date [REDACTED] Status Closed

Category ADVANCES

Subcategory PERSONAL LOANS

Sub-Subcategory ERRONEOUS CHARGES

[VIEW DETAILS](#)

Click on “Give Feedback”

Status Closed [Reopen](#)

Bank Comments

Created for Demo purpose. Closed the case as advised.

Complaint ID C20[REDACTED]91 Lodged Date 2[REDACTED]7 PM

Subcategory PERSONAL LOANS

Sub-Subcategory ERRONEOUS CHARGES

Complaint Description

This a demo. Please enter your complaint description here.

[Give Feedback](#)

Provide your feedback and click on Submit.

Status
Closed

Reopen

Bank Comments

Created for Demo purpose. Closed the case as advised.

Complaint ID
C20[REDACTED]91

Lodged Date
2[REDACTED]7 PM

Subcategory
PERSONAL LOANS

Sub-Subcategory
ERRONEOUS CHARGES

Complaint Description
This a demo. Please enter your complaint description here.

Cancel



Enter Comments (Min 10 Letters)

Satisfied. Demo purpose.

SUBMIT

FLOWCHART OF COMPLAINT ESCALATION

Level – 1:

Customer can lodge a Grievance through various channels

Website, Internet Banking, Mobile Banking, Contact Centre, Email, Letter, In person



Level 2:

Customer will be given a Unique Complaint ID and the status can be viewed through SPGRS Portal



Level 3:

Review and Resolution by respective Department

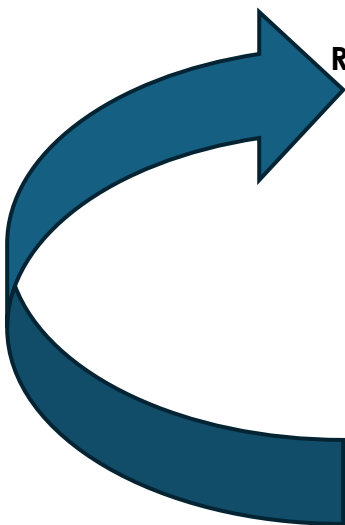


Level 4:

Closure of Complaints

If Satisfied - Complaints fully closed – End

If Not Satisfied – Re-open Option



Level 5:

If not satisfied further option to raise the complaint with Banking Ombudsman (RBI)