

Consumer Awareness Using Information Technology

By

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Grahak Raja Jaga Ho

Telephone Issues

- ◆ Telephone not working
- ◆ SMS not working
- ◆ Road Crossing for Land Line Connection
- ◆ Internet not working
- ◆ OverBilling
- ◆ Or any complicated problem which is not solved by Customer Care

Smart Solution using IT

- ◆ Call 121 or applicable Customer Care of Telephone Service Provider.
- ◆ Get the Complaint Number.
- ◆ If you are not satisfied with the response of the Customer Care, Contact the **Nodal Officer thru an Email** with your complaint number.
- ◆ Dont Forget to Get Read Receipt.
- ◆ **Nodal Officer** will revert to you in 48 Working Hours.

List of Nodal Officers

- ◆ IDEA- Sanjay Joshi
sanjay.joshi@ideacellular.com
- ◆ AirTel – Shyam Mittal nodal@west.bharti.com
- ◆ TATA- Ramesh Reddy
nodalofficer.rom@tatatel.co.in
- ◆ Reliance- Sudha Vutukuru
sudha.vutukuru@relianceada.com
- ◆ BSNL- P. K. Dhore pkdhore@bsnl.in
- ◆ BPL- Ms. Sabina Chandar
sabina.chandar@bplmail.com
redressal.mah@hutch.in

LPG Cylinder Issues

- ◆ Dealer's Telephone always busy
- ◆ Dealer denies to accept telephone booking
- ◆ Dealer denies to provide home delivery
- ◆ Dealer denies to give rebate of Rs. 8/- in case of self pick of refilled Gas Cylinder.
- ◆ Dealer denies to transfer the Gas Cylinder.

Smart Solutions using IT

- ◆ Book the Gas Cylinder using following telephone numbers OR URL
- ◆ HP- 1716
<http://www.hindustanpetroleum.com>
- ◆ Bharat- 1712
<http://www.ebharatgas.com>

Email IDs & URL of LPG Customer Service Cell

- ◆ HP- hpcslpun@vsnl.net,
sharad@hpcl.co.in
- ◆ Bharat-
http://www.ebharatgas.com/ebgas/pages/general_f

Banking Related Issues

- ◆ False commitments from Sales Agents of Bank/Credit Card Companies.
- ◆ High interest rate for Loan.
- ◆ Un-necessary deduction of money from Savings Accounts.
- ◆ Receiving Phone Calls even after registering with No Call Registry.
- ◆ Mental Harasment for Recovery of Loan Amount.

Smart Solutions Using IT

- ◆ Write to Bank for your problems.
- ◆ If you couldn't get satisfactory solution approach the concerned (Nodal Officer) Banking Ombudsman, a quasi Judicial Authority, for redressal of your grievance through conciliation or mediation.

List of Banking Nodal Officers

- ◆ Allahabad Bank- Shri S Raychaudhuri
gmcprmd@allahabadbank.co.in
- ◆ Andhra Bank- Shri AL Nageswara
Raogmalnrao@andhrabank.co.in
- ◆ ABN Amro Bank NV- A Dhananjaya
a.dhananjaya@in.abnamro.co
- ◆ Bank of Baroda- Shri MB Samant
gm.ops.ho@bankofbaroda.com
- ◆ Bank of India- Shri S Hariharan
gmop@bankofindia.co.in

List of Banking Nodal Officers

- ◆ Bank of Maharashtra- Shri MN Tapikar
bomcomkt@mahabank.com
- ◆ Canara Bank- Shri D Rodrigues
denisrodrigues@canbank.co.in
- ◆ Central Bank of India- Shri SS Suresh
gmcad@centralbank.co.in
- ◆ Citi Bank NA- Shri K Santhanam
k.santhanam@citigroup.com
- ◆ Corporation Bank- T M Lakshmikanthan
lakshmikanth@corpbank.co.in
- ◆ Dena Bank - Shri Arun Singh Barhat
arunsingh@denabank.co.in

List of Banking Nodal Officers

- ◆ The Federal Bank Ltd- Shri A Mathew
abrahammathew@federalbank.co.in
- ◆ HDFC Bank Ltd- Ms. Lopa Ruparel
lopa.ruparel@hdfcbank.com
- ◆ HSBC- Ms. Rajani Ramakrishnan
rajaniramakrishnan@hsbc.co.in
- ◆ ICICI Bank Ltd- Ms. Satinder Kaur
Satinder.kaur@icicibank.com
- ◆ IDBI Ltd- Ms Kiran Balwani
kiranbalwani@idbi.com
- ◆ Indian Bank- Shri V Srinivasan \
srinivasan@indian-bank.com
- ◆

List of Banking Nodal Officers

- ◆ Indian Overseas Bank- KV Krishnamurthy
kvk@jobnet.co.in
- ◆ ING Vysya Bank Ltd- Shri Soundarrajan
ccu@ingvysyabank.com
- ◆ Oriental Bank of Commerce- CM Khurana
insp@obc.co.in
- ◆ Punjab National Bank- Shri Ved Vyas
inspctrl@bol.net.in
- ◆ State Bank of India- Shri Karthikeyan Nair
Dgm.customer@sbi.co.in
- ◆ Standard Chartered Bank- Vikas Agnihotri
Vikas.agnihotri@in.standardchartered.com
- ◆ Syndicate Bank- Shri Dinakar Rao
drao@syndicatebank.net

List of Banking Nodal Officers

- ◆ UCO Bank- Shri CR Ghosh
Hopdev.Calcutta@ucobank.co.in
- ◆ Union Bank of India- Shri BL Javeri
javeri@unionbankofindia.com
- ◆ United Bank Of India- Shri Mrinal Bashya
Hopdev.Calcutta@ucobank.co.in
- ◆ Vijaya Bank- Shri HR Hegde
hrathnakarhegde@vijayabank.co.in
- ◆ UTI Bank- Pradepto Bhattacharyya \
Pradepto.Bhattacharya@utibank.co.in

Property Card, 7/12 extracts

- ◆ While purchasing any land or flat first check the 7/12 extracts of the land.
- ◆ 7/12 extracts are available with Talathi of the Village
- ◆ 7/12 extracts available online at <http://mahabhulekh.mumbai.nic.in:8080>

PMC/PCMC Issues

- ◆ You can give any type of complaints related to Municipal Corporation at following URL
- ◆ PMC- <http://www.egovpmc.com/> - Complaint Registration
- ◆ PCMC- <http://www.pcmcindia.gov.in/> - Online Service – Register Complaint
- ◆ Your complaints will be addressed by the Officer ranked as Assistant Commissioner.

Thank You

- ◆ For Further Queries & Free Guidance Visit <http://www.grahakraja.org>
- ◆ Email manoj@grahakraja.org