Process flow for Registering Complaint :

Click on Register Complaint option

| | | Contract Name and Add. | | |
|---|--|--|---|---------------------------------|
| File Edit View Favorites Tools H | n/ComplaintServi 🔎 👻 🔒 IDBI Bank Ltd [🖒 🗙 🖉 IDBI Intranet Help | 🥏 idbibank.co.in 🛛 🗙 🥝 New Tab | | <u>ሰ ጵ</u> ወ |
| 🗙 🧿 Linguify.Banks 👻 | | | | |
| IDBI BANK Bank Aisa Dost Jaisa | | | | |
| Pay Bill | | Register Complaint | t | |
| Register Complaint | Type of Complaint | Please Select Complaint Type | | |
| Complaint Status | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| https://bbps.idbibank.co.in/ComplaintSer | vice/raiseComplaintreg | | | |
| 📀 🔁 📋 🖸 | | | | EN 🔺 隆 🔛 👀 5:05 PM 3/27/2017 |
| | | | | |
| • Select | Гуре of complaint from dr | op down list | | |
| 0 | Transaction Type | | | |
| 0 | Service Type | | | |
| | _ | | | |
| | ComplaintServis 🔎 👻 🔒 Identified by E 🕈 🗙 🧭 IDBI Intranet | 🥩 idbibank.co.in 🛛 🗙 🦉 New Tab | | ⊕ ☆ @ |
| File Edit View Favorites Tools He × O Linguify.Banks • | þ | | | |
| IDBI BANK Bank Aisa Dost Jaisa | | | | |
| Pay Bill | | Register Complaint | | |
| Register Complaint | Type of Complaint | Please Select Complaint Type | | |
| Complaint Status | | Please Select Complaint Type Transaction Type Service Type | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Copyright © 2016, R S Software. All | | | | |
| | 🗠 i 🗰 📕 🔍 | | | EN 🔺 🔯 🖬 🔹 5:05 PM |

• Input required detail and Click "Search Transaction" button

| | mplaintSens, P - 🔒 IDBI Bank ttd (Č X // IDBI Intranet 🚽 idbibank.co.jn X // New Tab | |
|---|---|--------------------------------|
| File Edit View Favorites Tools Help X O Linguify.Banks • | mplaintServis D 👻 🔒 IDBI Bank Ltd [C X 🖉 IDBI Intranet 🥥 idbibank.co.in X 🧭 New Tab | û ☆ ⊕ |
| iDBI BANK Bank Aisa Dost Jaisa | | |
| 💎 Pay Bill | Register Complaint | |
| Register Complaint | Type of Complaint Transaction Type | |
| Complaint Status | | |
| | Transaction Type Complaint Enter Mobile No. From Date To Date Transaction Ref Id 27:05-2017 0R Search Transaction Enter the mobile no. on which payment confirmation was received. Confirmation was received. | |
| Copyright © 2016, R S Software. All rig | nts reserved. | 티 · 隆 전 () 505 PM 3/21/0017 |

• Respective transaction details shall appear on screen

| File Edit View Favorites Tools Help | omplaintServic 🔎 👻 🔒 IDBI Bank Ltd [C | DBI Intranet | didbibank.co.in × | 🥝 New Tab | ー C × 介 ☆ © |
|--|---|--------------------------------|--------------------------|--------------------|---|
| × © Linguify.Banks • DBI BANK Bank Aisa Dost Jaisa | | | | | |
| ₹ Pay Bill | | | Register | Complaint | |
| Register Complaint | Type of Complaint | | Transaction Type | • | |
| Complaint Status | | | | | |
| | Transaction Type Compla Enter Mobile No. | int From Date 01-12-2016 | To Date 27-03-2017 OR | Transaction Ref Id | Search Transaction |
| | # Transaction ID | Biller ID | Amount(INR) | Status | Date |
| | D0100187618 | RELI00000MUM01 | 970.00 | SUCCESS | 23-12-2016 11:09 AM View Raise Complaint |
| | | | | | |
| Copyright © 2016, R S Software. All rig | ghts reserved. | | | | |
| 📀 🜔 🚞 💿 | 🥂 🔣 | | | | EN 🔺 🃭 😭 📢 5406 PM 3/27/2017 |

• Select transaction and click "View" button if you wish to know the status of the transaction else click "Raise Complaint" button to register complaint.

| | omplaintServie 🔎 👻 🔒 IDBI Bank Ltd [| 🖒 🗙 🏉 IDBI Intranet | 🥑 idbibank.co.in 🛛 🗙 | 🤗 New Tab | - 0 - × - 0 - × - 0 · × - 0 · × - 0 · × - 0 · × - 0 · × · · × · · · · · · · · · · · · · · |
|---|--------------------------------------|---------------------------------|--------------------------|--------------------|---|
| File Edit View Favorites Tools Help × S Linguify.Banks • | | | | | |
| iDBI BANK Bank Aisa Dost Jaisa | | | | | |
| Pay Bill | | | Register | Complaint | |
| Register Complaint | Type of Complaint | | Transaction Type | • | |
| Complaint Status | | | | | |
| | Transaction Type Completent | aint From Date 01-12-2016 | To Date 27-03-2017 OR | Transaction Ref Id | Search Transaction |
| | # Transaction ID | Biller ID | Amount(INR) | Status | Date |
| | ID0100187618 | RELI00000MUM01 | 970.00 | SUCCESS | 23-12-2016 11:09 AM |
| | | | | | View Raise Complaint |
| | | | | | |
| Copyright © 2016, R S Software. All rig | | | | | |
| 🚳 🙋 📋 🖸 | 🥂 🔛 🔛 | | | | EN 🔺 🄯 🛱 🚸 5:07 PM 3/27/2017 |

- Select complaint description from drop down list, if the complaint reason is other than those mentioned, select "Others" and input details in the "Complaint Description" box.
- Click on "Generate OTP" button, you will receive an OTP on the mobile no. on which payment confirmation was received.

| | | | Incoment Manual Real | | | |
|---------------------------------|---------------------------------------|-------------------------|---|---|-----------------|----------------------------|
| View Favorites Tools Help | nplaintServic 🔎 👻 🔒 IDBI Bank Ltd [🖒 | X 6 IDBI Intranet | 🥩 idbibank.co.in 🛛 🗙 🎸 | 🗿 New Tab | | |
| uify.Banks • | | | | | | |
| | | | | | | |
| IDBI BANK | | | | | | 8875 |
| Aisa Dost Jaisa | | | | | | UNARAL FILL FAIMLET STOLES |
| | | | | | | |
| | # Transaction ID | Biller ID | Amount(INR) | Status | Date | |
| | ID0100187618 | RELI00000MUM01 | 970.00 | SUCCESS | 23-12-2016 11:0 | 9 AM |
| | | | | | | iew Raise Complaint |
| | | | | | | Raise Complaint |
| | Register Transaction Com | plaint | | | | |
| | Type of Complaint | | Transaction | | | |
| | Mobile Number * | | | | | |
| | Mobile Number " | | | | | |
| | Transaction ID | | ID0100187618 | | | |
| | | | | | | |
| | Disposition * | | Please Select Please Select | | | |
| | Complaint Description * | | Transaction Succesful, account Amount deducted, biller account | not updated t credited but transaction ID no | t received | |
| | Enter OTP * | | Amount deducted, biller account Amount deducted multiple times | t not credited and transaction I | D not received | |
| | Enter OTP " | Generate OTP Resend OTP | Double payment updated Errorneously paid in wrong according | | | |
| | | | Others, provide details in descr | iption | | |
| | | | | | | |
| | | | | | | SUBM |
| | | | | | | |
| © 2016, R S Software. All right | ts reserved. | | | | | |
| | 💽 iw 💻 🖤 | | | | | EN 🔺 🎦 🗐 🌖 |

- Input OTP received in the "Enter OTP" box and click on "Submit" button.
- Your complaint shall be registered and you will get a complaint ID for future reference.
- You may also download the same (If required).

| | | | 🥏 idbibank.co.in | × 🧉 New Tab | | | |
|--|----------------------------|--|---|--|-------------------|---------------------|---------------|
| 🥩 https://bbps.idbibank.co.in/ComplaintServiv 🔎 | 🔒 IDBI Bank Ltd [🖒 🗙 | C IDBI Intranet | - dbibank.co.in | U | | | |
| View Favorites Tools Help Iguify.Banks • | | | | | | | |
| - | | | | | | | |
| IDBI BANK | | | | | | | |
| Aisa Dost Jaisa | | | | | | | |
| | | | | | | | |
| # | Transaction ID | Biller ID | Amount(INR) | Status | | Date | |
| • II | 00100187618 | RELI00000MUM01 | 970.00 | SUCCESS | | 23-12-2016 11:09 AM | |
| | | | | | | View | aise Complain |
| | | | | | | View | alse complain |
| | Transaction Compl | aint | | | | | |
| Type of Con | ıplaint | | Transaction | | | | |
| Mobile Num | ber * | | 8271240710 | | | | |
| Transaction | 10 | | | | | | |
| Tansaction | ID . | | ID0100187618 | | | | |
| Disposition | * | | Amount deducted, biller ac | count credited but transaction | | | |
| Complaint [| Description * | | | | | | |
| | | | | | | | |
| Enter OTP | | Generate OTP Resend OTP | | | | | |
| | | | | | | | |
| | | | | | | | _ |
| | | | | | | | SUB |
| nt © 2016, R S Software. All rights reserved. | | | | | | EN . | |
| C T https://bbps.idbibank.co.in/Cor | | mplaint | P - 🚊 Identifie | id by Entrust 🖒 💽 RS Softwa | re's Inst 💆 ARCOS | | _ 0 _ × |
| C C Https://bbps.idbibank.co.in/Cor | | mplaint | P + ≧ Identifie | d by Entrust C 💽 RS Softwa | re's Inst 💆 ARCOS | | |
| C Mtps://bbps.idbibank.co.in/Cor O IDBI BANK | | | P = ≧ ldentifie | | re's inst 💆 ARCOS | | |
| C C http://bbps.idbibank.co.in/Cor C C C http://bbps.idbibank.co.in/Cor C DBI BANK Bank Aisa Dost Jaisa | | mplaint | P × ≧ Identifie | d by Entrust C RS Softwa | re's Inst 💆 ARCOS | | |
| C Mtps://bbps.idbibank.co.in/Cor O IDBI BANK | | (i) IDBI BANK | P ← ≧ lidentifie AP14955407042 | | | | |
| Attack Aisa Dost Jaisa Pay Bil | | Complaint Date & Time | | | re's Inst U ARCOS | | |
| C C http://bbps.idbibank.co.in/Cor C C C http://bbps.idbibank.co.in/Cor C DBI BANK Bank Aisa Dost Jaisa | | Complaint Date & Time Transaction Reference Id | AP 1495407042 23 05 2017 05 29 100100125420 | PERSONAL VICE AND | | | _ 0 _ × |
| Attack Aisa Dost Jaisa Pay Bil | | Complaint Date & Time | AP14955407042 23-05-2017 05-20 | PERSONAL VICE AND | | | _ 0 _ × |
| C Pay Bil Register Complaint | | Complaint Date & Time Transaction Reference Id | AP 1495407042 23 05 2017 05 29 100100125420 | PERSONAL VICE AND | | | _ 0 _ × |
| Pay Bil Pay Bil Register Complaint | | Complaint Date & Time Transaction Reference Id | AP14955407042 23-05-2017 05-29 ID0100125420 Amount deducted Print Close Complaint M | AP1495540704218 | | | - |
| Pay Bil Pay Bil Register Complaint | | Complaint Date & Time Transaction Reference Id | AP14955407042 23-05-2017 05-29 100100125420 Amount deducted Print Close Complaint Mt Complaint Date Time | AP1495540704218 23-05-2017 05-29 PM | | | _ 0 _ × |
| C Pay Bil Register Complaint | | Complaint Date & Time Transaction Reference Id | AP14955407642 23-05-2017 05-23 100100125420 Amount deducte Print Close Complaint M Complaint Date Time Transaction Reference M | AP1495540704218 2505-2017 05:29 PM ID0100125420 | | | _ 0 _ × |
| C Pay Bil Register Complaint | | Complaint Date & Time Transaction Reference Id | AP14955407042 23-05-2017 05-29 100100125420 Amount deducted Print Close Complaint Mt Complaint Date Time | AP1495540704218 23-05-2017 05-29 PM | | | |
| C Pay Bil Register Complaint | | Complaint Date & Time Transaction Reference Id | AP14955407642 23-05-2017 05-23 100100125420 Amount deducte Print Close Complaint M Complaint Date Time Transaction Reference M | AP149540704218 23-05-2017 05:29 PM ID0100125420 Amount deducted multiple | | | |
| Pay Bil Pay Bil Register Complaint | | Complaint Date & Time Transaction Reference Id | AP14955407642 23-05-2017 05-23 100100125420 Amount deducte Print Close Complaint M Complaint Date Time Transaction Reference M | AP1495540704218 29-09-2017 05:29 PM 1001001/25420 Amount deducted multiple times | | | _ 0 _ × |
| C Pay Bil Register Complaint | | Complaint Date & Time Transaction Reference Id | AP14955407642 23-05-2017 05-23 100100125420 Amount deducte Print Close Complaint M Complaint Date Time Transaction Reference M | AP1495540704218 29-09-2017 05:29 PM 1001001/25420 Amount deducted multiple times | | | _ 0 _ × |
| Pay Bil Pay Bil Register Complaint | | Complaint Date & Time Transaction Reference Id | AP14955407642 23-05-2017 05-23 100100125420 Amount deducte Print Close Complaint M Complaint Date Time Transaction Reference M | AP1495540704218 29-09-2017 05:29 PM 1001001/25420 Amount deducted multiple times | | | _ 0 _ × |
| C Pay Bil Register Complaint | | Complaint Date & Time Transaction Reference Id | AP14955407642 23-05-2017 05-23 100100125420 Amount deducte Print Close Complaint M Complaint Date Time Transaction Reference M | AP1495540704218 29-09-2017 05:29 PM 1001001/25420 Amount deducted multiple times | | | |
| Pay Bill Register Complaint | mplaintService/ID01/toncor | Complaint Date & Time Transaction Reference Id | AP14955407642 23-05-2017 05-23 100100125420 Amount deducte Print Close Complaint M Complaint Date Time Transaction Reference M | AP1495540704218 29-09-2017 05:29 PM 1001001/25420 Amount deducted multiple times | | | - |
| Pay Bill Complaint Status | mplaintService/ID01/toncor | Complaint Date & Time Transaction Reference Id | AP14955407642 23-05-2017 05-23 100100125420 Amount deducte Print Close Complaint M Complaint Date Time Transaction Reference M | AP1495540704218 29-09-2017 05:29 PM 1001001/25420 Amount deducted multiple times | | | - |
| Pay Bill Complaint Status | mplaintService/ID01/toncor | Complaint Date & Time Transaction Reference Id | AP14955407642 23-05-2017 05-23 100100125420 Amount deducte Print Close Complaint M Complaint Date Time Transaction Reference M | AP1495540704218 29-09-2017 05:29 PM 1001001/25420 Amount deducted multiple times | | | - |
| Pay Bill Complaint Status | mplaintService/ID01/toncor | Even Alsa Dost Jaisa Complaint la Complaint Date & Time Transaction Reference M Reason | AP14955407642 23-05-2017 05-23 100100125420 Amount deducte Print Close Complaint M Complaint Date Time Transaction Reference M | AP1495540704218 29-09-2017 05:29 PM 1001001/25420 Amount deducted multiple times | | | |

How to check complaint status :

- Click on Complaint status option, select type of complaint and enter Complaint ID
- Click on "Check Status" button, complaint status shall be displayed.

| | | I have a set of the set | | | | | |
|--|---|--------------------------|-------------|----------------------|--|--|--|
| File Edit View Favorites Tools Help | iomplaintServi: 🔎 + 🔒 IDBI Bank Ltd [C × | 🥑 idbibank.co.in 🛛 🗙 🥝 N | lew Tab | 0 ☆ ⊕ | | | |
| × S Linguify.Banks • | | | | | | | |
| | | | | | | | |
| (i) IDBI BANK | | | | | | | |
| Bank Aisa Dost Jaisa | | | | | | | |
| Pay Bill | | Check Compla | aint Status | | | | |
| Register Complaint | Type of Complaint * | Select Complaint Type | | | | | |
| Complaint Status | Complaint ID * | | | | | | |
| | | | | Check Status | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| Copyright © 2016, R S Software. All rights reserved. | | | | | | | |
| | | | | | | | |
| https://bbps.idbibank.co.in/ComplaintService | | | | EAS DM | | | |
| | | | | EN 🔺 隆 💭 🕪 5:08 PM 🛛 | | | |