



Ref. No : CB/Cust\_com/Nodal/Mar25/2024-25

March 25, 2025

**ALL CONCERN**

**NOTICE**

In terms of the decision of the Competent Authority, the undermentioned official has been assigned as ' **Nodal Officer** ' of the Bank to address the complains of the customers.

Customers of the Bank may lodge their complain to the Nodal Officer regarding any service related issued faced by them.

The details of the Nodal Officer are as under :

Name of Nodal Officer : Mr. Sourabh Mukhopadhyay,

Designation : Manager.

Mail ID : [customercare@enfrcb.in](mailto:customercare@enfrcb.in)

Alternate Mail ID : [WeCare@enfrcb.in](mailto:WeCare@enfrcb.in) ( Make CC to this mail ID )

Mobile No : **6292247182** ( between 10.30 AM to 5.00 P.M. )

  
25/3/2025  
**Chief Manager**



**Chief Manager**  
Eastern & North-East Frontier  
Railway Co-operative Bank Ltd.