

Customers' Interests Protection Centre (CIPC)

Bangladesh Bank, the Central Bank of Bangladesh, always safeguards the interests of the depositors/customers of banks and financial institutions of the country. As the regulator as well as the supervisor of the banks and financial institutions, Bangladesh Bank has, therefore, established a special centre known as 'Customers' Interests Protection Centre' (CIPC) in its Head Office as well as Branch Offices with the following objectives:

- To protect the interests of the customers related to Banks & Financial Institutions (FI) within the legal and regulatory frame-works.
- To redress the grievances of the customers and to attend the complaints received against Banks/FIs or its any official.
- To improve banker-customer relationship.
- To ensure the standard of customer-services of the Banks/FIs.

Complaint Lodgment Procedure:

STEP-1: Contact your Bank/Financial Institution's Branch first

You should first refer your problem to your Bank/Financial Institution's Branch. You may talk to the concerned official who deals with your case on how you would like the problem to be resolved.

STEP-2 : Complaining to the Complaint Cell of your Bank/FI

If your Complaint is not resolved at the desk level, you may make a formal complaint to the **Complaint Cell** of your [Bank/Financial Institution \(FI\)](#).

All [Banks/Financial Institutions](#) licensed by Bangladesh Bank have set up **Complaint Cell** in their Head Offices as well as Zonal Offices to handle their customers' complaints. You can get the information of the Complaint Cells of your [Bank/Financial Institution](#) from the concerned Branch/from their website.

STEP-3 : Complaining to the Customers' Interests Protection Centre (CIPC) of Bangladesh Bank

If your complaint is still unsolved or you are still dissatisfied, you may submit your complaint to the **Customers' Interests Protection Centre (CIPC)** of Bangladesh Bank, Head Office, Dhaka providing:-

- Details of your complaint (containing name, address, contact no. of the complainant)
- Copy of the letter from your Bank/FI stating its final decision about the complaint
- Copy of other relevant documents.

Lodge your complaint to CIPC of Bangladesh bank by the following modes:

Dial **16236** from 10.00 am to 6.00 pm in working days (Sunday to Thursday) to lodge your complaint/ for any query regarding banking/financial services.

Or

Send your complaints against Banks/Financial Institutions to the following address:

Deputy General Manager
Customers' Interests Protection Centre
Foreign Exchange Inspection & Vigilance Department
Bangladesh Bank, Head Office,
2nd Annex Building (17 floor)
Motijheel, Dhaka-1000.

Or

Send your e-mail to us at bb.cipc@bb.org.bd

Or

Use the link below for sending your complaint through electronic complaint form:

<http://www.bb.org.bd/complainbox/complainbox.php>

You may also lodge your complaints to the **Customers' Interests Protection Centre (CIPC)** in the branch offices of Bangladesh Bank. Details are given below:-

Motijheel Office, Dhaka.

Telephone: 88-02-7126101-20 Ext- 3490
Mobile: 01755550045
Fax: 88-02-7114100
Email: mo.helpdesk@bb.org.bd

Sadarghat Office, Dhaka.

Telephone: 88-02-7120141 Ext- 370
Mobile: 0171195245
Fax: 88-02-7125031
Email: shairul.islam@bb.org.bd

Chittagong Office, Chittagong

Telephone: 88-031-616800
Mobile: 01557347089
Fax: 88-031-634776
Email: showib.chowdhury@bb.org.bd

Rajshahi Office, Rajshahi

Telephone: 88-0721-772871
Mobile: 01720464976
Fax: 88-0721-775792
Email: mdmozammel.haque@bb.org.bd

Bogra Office, Bogra

Telephone: 88-051-51617
Mobile: 01710437479
Fax: 88-051-51190
Email: kamrul.islam@bb.org.bd

Sylhet Office, Sylhet

Telephone: 88-0821-725459
Mobile: 01755534297
Fax: 88-0821-715687
Email: shafiqul.islam216@bb.org.bd

Khulna Office, Khulna

Telephone: 88-041-732539
Mobile: 01755504561
Fax: 88-041-725577
Email: abdul.jabbar@bb.org.bd

Rangpur Office, Rangpur

Telephone: 88-0521-61037
Mobile: 01755507547
Fax: 88-0521-64829
Email: sakhawat.hossain81@bb.org.bd

Barishal Office, Barishal

Telephone: 0431-2174505
Mobile: 01757436667
Fax: 0431-64271
Email: gm.bar@bb.org.bd

Customers' Interests Protection Centre (CIPC) deals with all types of Bank/FI related complaints except the following:

- Complaint against an institution/person which is not within the purview of Bangladesh Bank.
- Complaint submitted by a third party without the written permission of the account holder.
- Complaints relating to the matters which are sub judice in the court.
- Complaint that is not signed by the complainant or without any name and address & contact number of the complainant.