

Annual Report

The annual report of the Bank is released every year which is available on our website for general public. It is the statement of the Board of Directors, the working of the Bank and on the balance sheet of the Bank.

The annual report is a statutory document relating to the financial year available on our website.

IPPB's Website

The Bank maintains an active website (URL: <http://www.ippbonline.com>). All the information released by the Bank is also simultaneously made available on the website. The site is updated on regular intervals, on need basis.

In keeping with its objective of bringing in more transparency, the Bank is committed to releasing more and more information in public domain.

Complaints against Banking Services

The Bank has provided for a separate channel for lodging complaints against deficiency in services or quality of services rendered by the bank. If any person has a complaint/grievance against the bank for deficiency in services or quality of services rendered by any of its offices/banking outlets, they may approach the customer care for lodging their complaint/grievance, the details of which are available on our website.

Making an Application under the Right to Information Act, 2005

Citizens of India willing to make the request for information, shall make the same in writing, clearly specifying the information sought under the Right to Information Act, 2005. The applicant shall give the contact details (postal address, telephone number, fax number, email address) so that they may be contacted for clarifications or the information. Citizen can also submit request through online portal by accessing the link <https://rtionline.gov.in/> where the RTI fees can be paid online and the applicant gets the registration number upon submission of the request through which they may track the status of the application.

Sending of application

As per the Right to Information act 2005 and the Right to Information rules 2012 **prescribed by the Government of India:** a request for obtaining information under Section 6(1) of RIA needs to be accompanied by an application fee of Rs.10 by way of cash against proper receipt or by DD or bankers' cheque payable to the Accounts Officer of the public authority.

Applicants can send their request by post accompanied by the application fee of Rs.10/- payable by demand draft or bankers' cheque or Indian Postal Order **favouring India Post Payments Bank Ltd.** The fee can also be paid in cash along with the application. Citizen can also submit request through online portal by accessing the link <https://rtionline.gov.in/> where the RTI fees can be paid online and the applicant gets the registration number upon submission of the request through which they may track the status of the application.

Where to send request:

Applicant can send their request by post/hand delivery along with the requisite RTI application fee in a valid mode of payment to the Central Public Information Officer, the details of which are mentioned below:

DETAILS OF CENTRAL PUBLIC INFORMATION OFFICER	
NAME	Peeyush Verma
DESIGNATION	Senior Manager-Legal
ADDRESS	India Post Payments Bank Ltd., Corporate Office, 2 nd Floor, Speed Post Centre, Bhai Veer Singh Marg, Market Road, New Delhi-110001
CONTACT NUMBER & Email ID	011-23485816 manager_legal@ippbonline.in
SUBJECT DEALT	All subjects/ informations related to IPPB

Citizens can also lodge request through online portal by accessing the link <https://rtionline.gov.in/> where the RTI fees can be paid online and upon submission of the request the requester gets the registration number and can track the application.

Where to file appeal:

On being aggrieved by the decision of CPIO, the applicant may prefer an appeal before the First Appellate authority of the Bank, the details of which are mentioned below:

DETAILS OF FIRST APPELLATE AUTHORITY	
NAME	Davesh Kumar Shukla
DESIGNATION	Deputy General Manager-Legal
ADDRESS	India Post Payments Bank Ltd., Corporate Office, 2 nd Floor, Speed Post Centre, Bhai Veer Singh Marg, Market Road, New Delhi-110001
CONTACT NUMBER & Email ID	011-23346852 davesh.ks@ippbonline.in
SUBJECT DEALT	All subjects/ informations related to IPPB

India Post Payments Bank Limited is not maintaining any Library/Reading Room for Public.