

Services for Customers with Disabilities and Senior Citizens

As per RBI circulars DBOD. No. Leg BC. 91 /09.07.005/2007-08 dated June 4, 2008; DBOD.No.Leg.BC.123/09.07.005/2008-09 dated 13th April 2009, DBOD.No.Leg.BC.38 /09.07.005/2012-13 dated 5th September 2012, DBOD.No.Leg.BC.113 09.07.005/ 2013-14 dated May 21, 2014 and DBR.No.Leg.BC.96/09.07.005/2017-18 dated 9th November, 2017 all banking services are being provided to persons with disabilities and senior citizens.

Citibank N.A. is committed to providing all our services to senior citizens and customers with disabilities without Discrimination.

The RBI guidelines have been upheld by the internal circular number GCG INLO 2017/14Ver 1.0. This circular upholds the bank's commitment to offer all its banking services and products to customers with disabilities without discrimination.

We are committed to make our websites, net banking and mobile banking compliant to Web Content Accessibility Guidelines (WCAG).

Our bank has accessible ATMs set up as per the 'IBA Standards on Accessible ATM'. Citibank has 478 ATMs as on 30th November 2022. All these 478 ATMs are talking ATMs. Out of the 478 ATMs, 304 ATMs are wheelchair customers friendly.

In case of a Senior citizen or a customer with disability facing any difficulty in receiving any services of the bank, please contact the local bank officials and the nodal officer at the center for redressal, the details of whom are as follows:

	Name	Email ID	Address	Telephone Number
Principal Nodal Officer	Hema L Venkatesh	Principal.nodal.officer@citi.com	Citibank N.A., Mail Room, ACROPOLIS, 9th Floor, New Door No.148 (Old No.68), Dr. Radhakrishnan Salai, Mylapore, Chennai – 600 004.	18002662400 022 49552400

Branch	Nodal Officer	Email ID	Address	Telephone Number	Coverage
Hyderabad	Amaresh Sri Adibhatla	regionálnodalofficer.south@citi.com	Citibank N.A., Unit No. 1, Apurupa Silpi, Survey No. 124, Gachibowli Village, Serilingampally Mandal, Hyderabad - 500 032	040 66017109	Andhra Pradesh & Telengana
Bangalore	Nagaparameswary G	regionálnodalofficer.south@citi.com	Citibank N.A., 5 M. G. Road, Bengaluru - 560 001	080 67739326	Karnataka
Chandigarh	Puneet Sandhu	regionálnodalofficer.north@citi.com	Citibank N.A., SCO 4-5, Sector 8C, Madhya Marg, Chandigarh – 160 009	0172- 6650934	Himachal Pradesh, Punjab and Union Territory of Chandigarh and Panchkula, Yamuna Nagar and Ambala

					Districts of Haryana
Delhi NCR	Rakesh Singh	regionalnodalofficer.north@citi.com	Citibank N.A., Level 1, Gurmehar, A-12, Ring Road, South Extension Part-I, New Delhi - 110 049	0120 4396555	Delhi, Jammu & Kashmir, Haryana (except the districts of Ambala , Yamuna Nagar and Panchkula), and the districts of Ghaziabad and Gautam Budh Nagar of Uttar Pradesh
Mumbai	Bipin Salunkhe	regionalnodalofficer.west@citi.com	Citibank N.A, 322 west view building, Linking Road, Khar West, Mumbai - 400 052	022 42142651	Maharashtra and Goa
Chennai	John Koshy	regionalnodalofficer.south@citi.com	Citibank N.A., 7th Floor, Acropolis, No. 148, Dr. Radhakrishnan Salai, Mylapore, Chennai – 600 004	044 66890076	Tamil Nadu, Union Territories of Puducherry (except Mahe Region) and Andaman and Nicobar Islands
Kolkata	Arjun Mitra	regionalnodalofficer.east@citi.com	Citibank N.A., 9 Brabourne Road, Kolkata - 700 001	033 44095002	Orissa, West Bengal and Sikkim

Ahmedabad	Rohit Mehra	regionalnodalofficer.west@citi.com	Citibank N.A., Ground Floor, Kalapurnam, Nr Municipal market, C G Road, Ahmedabad - 380 009	079 40015715	Gujarat, Union Territories of Dadra & Nagar Haveli, Daman and Diu and Bhopal
Lucknow and Kanpur	Saurabh Mehrotra	regionalnodalofficer.north@citi.com	Citibank N.A., Amren House, 17/1, Ashok Marg, Lucknow - 226 001	0522 4031203	Uttar Pradesh (excluding Districts of Ghaziabad and Gautam Budh Nagar) and Uttaranchal
Kochi and Trivandrum	Aju John Thomas	regionalnodalofficer.south@citi.com	Citibank N.A 38/1581, Ravis Arcade, M G Road, Kochi - 682 035	0484 4196530	Kerala and Union Territory of Lakshadweep and Union Territory of Puducherry (only Mahe Region)
Jaipur	Amit Sen	regionalnodalofficer.north@citi.com	Citibank N.A., Ground floor, Bhagwati Bhawan, Near Government Hostel Crossing, M I Road, Jaipur - 302 001	0141 4053301	Rajasthan