Bank Officials to be contacted for redressal of complaints

**Level 1**

Branch Channel: You can meet the Branch Business Leader (Branch Manager) of the nearest branch in your city explaining the details concerned and he/she will respond to you.

**Level 2**

If the resolution provided at Level 1 does not meet your expectation, you can write to our Grievance Redressal Officer or Nodal Officer as below:

**Sangeeta P**  
Head – Grievance Redressal  
YES Bank Limited  
5th Floor, IFC, YES Bank Tower, Elphinstone (W), Mumbai - 400013  
Email: head.grievanceredressal@yesbank.in  
Phone No: 022-39489373

List of area wise Nodal Officers are given below.

**Level 3**

If the resolution provided at Level 2 does not meet your expectation, you can write to our Principal Nodal Officer as below:

**Priti Yennemadi**  
Principal Nodal Officer  
YES Bank Limited  
5th Floor, IFC, YES Bank Tower, Elphinstone (W), Mumbai - 400013  
Email: principal.nodalofficer@yesbank.in  
Phone No.: 022-39489374

We would like to inform all our customers that our Bank is covered under the Banking Ombudsman Scheme, 2006 of the Reserve Bank of India. Under this scheme, any grievance against the Bank, if not addressed within 30 days can be addressed to the Banking Ombudsman of the concerned city.

Details of Banking Ombudsman Offices are available with the Branch Manager, Officer In charge of the Branch for your perusal.
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Area of Operation</th>
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<th>Nodal Officer of YES Bank</th>
<th>Nodal Officer Contact Details</th>
</tr>
</thead>
</table>
| 1       | Gujarat, Union Territories of Dadra and Nagar Haveli, Daman and Diu | Ahmedabad | Mr. Sharad Saraiya | YES Bank Ltd  
Unit No. G/3, 102-103  
"C.G. Centre"  
C.G. Road, Ahmedabad  
Pin Code : 380009  
Tel No : 079 – 30459101  
Contact Centre : 1800 1200  
E mail : sharad.saraiya@yesbank.in |
| 2       | Karnataka | Bengaluru | Mr. Vinodh Sarran  
Back Up : Mr. Raghavendra Sindhe | YES Bank Ltd  
Ground Floor, Prestige Obelisk, Municipal No. 3, Kasturba Road, Bangalore 560001  
Tel No : 080 - 49157922  
Contact Centre : 1800 1200  
E mail : vinodh.sarran@yesbank.in |
| 3       | Madhya Pradesh | Bhopal | Mr. Ankur Bansal  
Back Up : Mr. Kapil Arora | YES Bank Ltd  
Plot No 215, Ground Floor Phase 1 M.P Nagar, Bhopal, Madhya Pradesh  
Pin Code : 462011  
Tel No: 0755 – 6612002  
Contact Centre : 1800 1200  
E mail : ankur.bansal2@yesbank.in |
| 4       | Odisha | Bhubaneswar | Ms. Arunima Nanda  
Back Up: Mr. Saswat Jena | YES Bank Ltd  
Plot No. 31, Bapuji Nagar, Janpath, Bhubaneswar, Orissa. Pin Code :751009  
Tel No: 0674 – 2598012  
Contact Centre : 1800 1200  
E mail: arunima.nanda@yesbank.in |
| 5       | Himachal Pradesh, Punjab, Union Territory of Chandigarh and Panchkula, Yamuna Nagar and Ambala Districts of Haryana. | Chandigarh | Mr. Bhupinder Pal Singh | YES Bank Ltd  
SCO No- 179 and SCO No -180  
Sector 17C, Chandigarh  
Pin Code :160017  
Tel No : 0172 - 5037064  
Contact Centre : 1800 1200  
Email : bhupinder.singh7@yesbank.in |
| 6       | Tamil Nadu, Union Territories of Puducherry (except Mahe Region) and Andaman and Nicobar Islands | Chennai | Mr. Somesh Varman  
Back Up : Ms. Sangeetha Seshasayee | YES Bank Ltd  
Ground Floor, No. 143/1, Uttamar Gandhi Salai, Nungambakkam, Chennai  
Pin Code : 600 034  
Tel No : 044 - 66765000  
Contact Centre : 1800 1200  
E mail: somesh.varman@yesbank.in |
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</table>
| 7       | Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura | Guwahati | Ms. Arunima Nanda Back Up : Mr. Anjan Jyoti Taluqdar | YES Bank Ltd  
Ground & First Floor,  
Building No. – 115,  
Goyal Enclave,  
G.S Road, Bhangagarh,  
Guwahati. Pin Code : 781 005  
Tel No: 0361 – 7187552  
Contact Centre : 1800 1200  
E mail: arunima.nanda@yesbank.in |
| 8       | Andhra Pradesh and Telangana | Hyderabad | Mr. Somesh Varman Back Up : Mr. C S J R Murthy | YES Bank Ltd  
Ground Floor, Agravanshi Plaza,  
Bearing No 1-8-387 HUDA Lane,  
Off S.P. Road Secunderabad,  
Hyderabad.  
Pin Code : 500 003  
Tel No: 040 - 42426900  
Contact Centre : 1800 1200  
E mail: somesh.varman@yesbank.in |
| 9       | Rajasthan | Jaipur | Mr. Sharad Saraiya Back Up : Mr. Vipin Vyas | YES Bank Ltd  
Ground Floor, Plot No: O-19A,  
Ashok Marg, Nr. Ahinsa Circle,  
C-Scheme,  
Jaipur, Rajasthan  
Pin Code : 302 001  
Tel No: 0141-3329136  
Contact Centre : 1800 1200  
E mail: sharad.Saraiya@yesbank.in |
| 10      | Uttar Pradesh (excluding Districts of Ghaziabad, Gautam Buddha Nagar, Saharanpur, Shamli (Prabudh Nagar), Muzaffarnagar, Baghpat, Meerut, Bijnor and Amroha (Jyotiba Phule Nagar) | Kanpur | Mr. Ankur Bansal Back Up : Mr. Atin Khare | YES Bank Ltd  
14-113 Padam Tower ,  
Civil Lines  
Kanpur  
Pin Code : 208 001  
Tel No: 0512 - 6710139  
Contact Centre : 1800 1200  
E mail : ankur.bansal2@yesbank.in |
| 11      | West Bengal and Sikkim | Kolkata | Ms. Arunima Nanda | YES Bank Ltd  
Ground Floor, 45, Jhowtala Road  
Kolkata. Pin Code : 700019  
Tel No: 033-405813684/40581300  
Contact Centre : 1800 1200  
E mail: arunima.nanda@yesbank.in |
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<td>12</td>
<td>Districts of Mumbai, Mumbai Suburban and Thane</td>
<td>Mumbai (I)</td>
<td>Mr. Taroon Shahani</td>
<td>YES Bank Ltd&lt;br&gt;YES Bank Tower, IndiaBulls Finance Centre – Tower 2&lt;br&gt;5th Floor, Senapati Bapat Marg, Elphinstone (W), Mumbai&lt;br&gt;Pin Code : 400013&lt;br&gt;Tel No : 022-333574248&lt;br&gt;Contact Centre : 1800 1200&lt;br&gt;Email : <a href="mailto:taroon.shahani@yesbank.in">taroon.shahani@yesbank.in</a></td>
</tr>
<tr>
<td>13</td>
<td>North, North-West, West, South-West, New Delhi and South districts of Delhi</td>
<td>New Delhi (I)</td>
<td>Ms. Sunaina Gupta</td>
<td>YES Bank Ltd&lt;br&gt;Mezzanine and First Floor, Plot No. 6, Basant Lok Complex, Opposite Priya Cinema, Vasant Vihar, New Delhi – 110057&lt;br&gt;Tel. No. : 011-49433455&lt;br&gt;Contact Centre : 1800 1200&lt;br&gt;E mail : <a href="mailto:sunaina.gupta@yesbank.in">sunaina.gupta@yesbank.in</a></td>
</tr>
<tr>
<td>14</td>
<td>Haryana (except Panchkula, Yamuna Nagar and Ambala Districts) and Ghaziabad and Gautam Budh Nagar districts of Uttar Pradesh</td>
<td>New Delhi (II)</td>
<td>Ms. Sunaina Gupta</td>
<td>YES Bank Ltd&lt;br&gt;Mezzanine and First Floor, Plot No. 6, Basant Lok Complex, Opposite Priya Cinema, Vasant Vihar, New Delhi – 110057&lt;br&gt;Tel. No. : 011-49433455&lt;br&gt;Contact Centre : 1800 1200&lt;br&gt;E mail : <a href="mailto:sunaina.gupta@yesbank.in">sunaina.gupta@yesbank.in</a></td>
</tr>
<tr>
<td>15</td>
<td>North-East, Central, Shahdara, East and South-East districts of Delhi</td>
<td>New Delhi (III)</td>
<td>Ms. Sunaina Gupta</td>
<td>YES Bank Ltd&lt;br&gt;Mezzanine and First Floor, Plot No. 6, Basant Lok Complex, Opposite Priya Cinema, Vasant Vihar, New Delhi – 110057&lt;br&gt;Tel. No. : 011-49433455&lt;br&gt;Contact Centre : 1800 1200&lt;br&gt;E mail : <a href="mailto:sunaina.gupta@yesbank.in">sunaina.gupta@yesbank.in</a></td>
</tr>
<tr>
<td>16</td>
<td>Bihar</td>
<td>Patna</td>
<td>Ms. Arunima Nanda</td>
<td>YES Bank Ltd&lt;br&gt;Ground &amp; Mezzanine Floor, Unit No 201, 2nd Floor, Rajendra Ram Plaza, Plot No: 875, Holding No: 373, Circle No: 6, Exhibition Road, Patna&lt;br&gt;Pin Code : 800 001&lt;br&gt;Tel No: 0612 – 3009003/ 02&lt;br&gt;Contact Centre : 1800 1200&lt;br&gt;E mail: <a href="mailto:arunima.nanda@yesbank.in">arunima.nanda@yesbank.in</a></td>
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</table>
| 17     | Jharkhand                                                                        | Ranchi | Ms. Arunima Nanda                      | YES Bank Ltd  
Crosswindz, 41,  
Court Road, Ranchi,  
Jharkhand  
Pin Code : 834001  
Tel No : 0651 - 0651 - 2212711  
Contact Centre : 1800 2000  
E mail: arunima.nanda@yesbank.in |
| 18     | State of Uttarakhand and seven districts of Western Uttar Pradesh namely, Saharanpur, Shamli (Prabudh Nagar), Muzaffarnagar, Baghpat, Meerut, Bijnor and Amroha (Jyotiba Phule Nagar) | Dehradun | Mr. Ankur Bansal Back Up : Mr. Vikas Sinha | YES Bank Ltd  
Ground Floor,  
56 Rajpur Road,  
Dehradun,  
Uttarakhand  
Pin Code : 249201  
Tel No: 0135 - 3061056  
Contact Centre : 1800 2000  
E mail : ankur.bansal2@yesbank.in |
| 19     | Chhattisgarh                                                                     | Raipur | Ms. Arunima Nanda Back Up : Mr. Ashish Manchanda | YES Bank Ltd  
Ground and 1st Floor,  
Golchha Chambers,  
Near Holy Heart School,  
Civil Lines, Raipur,  
Chhattisgarh  
Pin Code: 492001  
Tel No: 0771 - 4210202  
Contact Centre : 1800 2000  
E mail : arunima.nanda@yesbank.in |
Ground Floor, Plot No. 20  
Block B/C, Gandhi Nagar  
Green Belt,  
Jammu  
Pin Code : 180004  
Tel No: 0191 - 2439871  
Contact Centre : 1800 2000  
Email : bhupinder.singh7@yesbank.in |
| 21     | Goa and Maharashtra, (except the districts of Mumbai, Mumbai Suburban and Thane) | Mumbai (II) | Mr. Taroon Shahani | YES Bank Ltd  
YES Bank Tower,  
IndiaBulls Finance Centre – Tower 2  
5th Floor, Senapati Bapat Marg,  
Elphinstone (W), Mumbai  
Pin Code : 400013  
Tel No : 022-33574248  
Contact Centre : 1800 2000  
Email : taroon.shahani@yesbank.in |
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<td>Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry (only Mahe Region).</td>
<td>Thiruvananthapuram</td>
<td>Mr. Somesh Varman Back Up : Ms. Rakhee Padmanabhan</td>
<td>YES Bank Ltd Shop # 101 &amp; 201, Annas Arcade, Spencer's Junction, M G Road, Thiruvananthapuram Pin Code : 695001 Tel No: 0484-2809828 Contact Centre : 1800 1200 E mail: <a href="mailto:somesh.varman@yesbank.in">somesh.varman@yesbank.in</a></td>
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</tbody>
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