

## 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**  
**5<sup>th</sup> Floor, ONE International Center, YES Bank Tower,**  
**Elphinstone (W), Mumbai - 400013**  
**Email: [head.grievanceredressal@yesbank.in](mailto: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

**Shefali Singh Moza**  
**Principal Nodal Officer**  
**YES Bank Limited**  
**5<sup>th</sup> Floor, ONE International Center, YES Bank Tower,**  
**Elphinstone (W), Mumbai - 400013**  
**Email: [principal.nodalofficer@yesbank.in](mailto: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.

**Name and Address of Nodal Officers**

Sr. No.	Area of Operation	Centre	Nodal Officer of YES Bank	Nodal Officer Contact Details
1	Gujarat, Union Territories of Dadra and Nagar Haveli, Daman and Diu	Ahmedabad	Mr. Sharad Saraiya	<p align="center"><b>YES Bank Ltd</b>                      Unit No.G/3,102-103                      "C.G.Centre"                      C.G.Road, Ahmedabad                      Pin Code : 380009                      Tel No : 079 - 49023101                      Contact Centre : 1800 1200                      E mail : <a href="mailto:sharad.saraiya@yesbank.in">sharad.saraiya@yesbank.in</a></p>
2	Karnataka	Bengaluru	<p align="center">Mr. Ashraf K A                      Back-up: Ms. Hitha A.P.</p>	<p align="center"><b>YES Bank Ltd</b>                      Ground Floor, Prestige Obelisk,                      Municipal No. 3,                      Kasturba Road,                      Bangalore 560001                      Tel No : 080 - 61176500                      Contact Centre : 1800 1200                      E mail: <a href="mailto:ashraf.ka@yesbank.in">ashraf.ka@yesbank.in</a></p>
3	Madhya Pradesh	Bhopal	<p align="center">Mr. Sharad Saraiya                      Back-up: Mr. Chandan Kumar</p>	<p align="center"><b>YES Bank Ltd</b>                      Plot No 215,Ground Floor                      Phase 1 M.P Nagar,                      Bhopal, Madhya Pradesh                      Pin Code : 462011                      Tel No: 0755 - 6612002                      Contact Centre : 1800 1200                      Email: <a href="mailto:sharad.saraiya@yesbank.in">sharad.saraiya@yesbank.in</a></p>
4	Odisha	Bhubaneswar	<p align="center">Mr. Tushar Kanti Roy                      Back-up: Mr. Saswat Jena</p>	<p align="center"><b>YES Bank Ltd</b>                      Plot No. 31, Bapuji Nagar,                      Janpath, Bhubaneswar,                      Orissa. Pin Code :751009                      Tel No: 0674 - 2598012                      Contact Centre : 1800 1200                      E mail: <a href="mailto:tusharkanti.roy@yesbank.in">tusharkanti.roy@yesbank.in</a></p>
5	Himachal Pradesh, Punjab, Union Territory of Chandigarh and Panchkula, Yamuna Nagar and Ambala Districts of Haryana.	Chandigarh	Mr. Bhupinder Pal Singh	<p align="center"><b>YES Bank Ltd</b>                      SCO No- 179 and SCO No -180                      Sector 17C, Chandigarh                      Pin Code :160017                      Tel No : 0172 - 5037064                      Contact Centre : 1800 1200                      Email : <a href="mailto:bhupinder.singh7@yesbank.in">bhupinder.singh7@yesbank.in</a></p>

**Name and Address of Nodal Officers**

Sr. No.	Area of Operation	Centre	Nodal Officer of YES Bank	Nodal Officer Contact Details
6	Tamil Nadu, Union Territories of Puducherry (except Mahe Region) and Andaman and Nicobar Islands	Chennai	<p align="center"><b>Mr. Vinodh Sarran</b></p> <p align="center"><b>Back-up: Shylaja Srinivas</b></p>	<p align="center"><b>YES Bank Ltd</b>                      Ground Floor, No. 143/1, Uttamar Gandhi Salai, Nungambakkam, Chennai                      Pin Code : 600 034                      Tel No : 044 - 66765022                      Contact Centre : 1800 1200                      E mail: <a href="mailto:vinodh.sarran@yesbank.in">vinodh.sarran@yesbank.in</a></p>
7	Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura	Guwahati	<p align="center"><b>Mr. Tushar Kanti Roy</b></p> <p align="center"><b>Back-up: Mr. Ashim Kumar Das</b></p>	<p align="center"><b>YES Bank Ltd</b>                      Ground &amp; 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: <a href="mailto:tusharkanti.roy@yesbank.in">tusharkanti.roy@yesbank.in</a></p>
8	Andhra Pradesh and Telangana	Hyderabad	<p align="center"><b>Mr. Ravindra Kumar Maley</b></p> <p align="center"><b>Back-up: Mr. Manoj Pohar</b></p>	<p align="center"><b>YES Bank Ltd</b>                      Ground Floor                      Mayank Towers, Sy. No 31(Old) 31/2(New) Rajbhavan Road, Somajiguda, Hyderabad-500 082                      040-46739048                      Contact Centre : 1800 1200                      E mail: <a href="mailto:ravindrakumar.maley@yesbank.in">ravindrakumar.maley@yesbank.in</a></p>
9	Rajasthan	Jaipur	<p align="center"><b>Mr. Sharad Saraiya</b></p> <p align="center"><b>Back-up: Mr. Rajesh Nair</b></p>	<p align="center"><b>YES Bank Ltd</b>                      Ground Floor , Plot No: O-19A , Ashok Marg, Nr. Ahinsa Circle, C-Scheme, Jaipur, Rajasthan                      Pin Code : 302 001                      Tel No: 0141-4983758                      Contact Centre : 1800 1200                      E mail: <a href="mailto:sharad.saraiya@yesbank.in">sharad.saraiya@yesbank.in</a></p>

**Name and Address of Nodal Officers**

Sr. No.	Area of Operation	Centre	Nodal Officer of YES Bank	Nodal Officer Contact Details
10	Uttar Pradesh (excluding Districts of Ghaziabad, Gautam Buddha Nagar, Saharanpur, Shamli (Prabudh Nagar), Muzaffarnagar, Baghpat, Meerut, Bijnor and Amroha (Jyotiba Phule Nagar))	Kanpur	<p align="center"><b>Mr. Pawan Kumar Tejpal</b></p> <p align="center"><b>Back-up: Mr. Atin Khare</b></p>	<p align="center"><b>YES Bank Ltd</b>                      14-113 Padam Tower ,                      Civil Lines                      Kanpur                      Pin Code : 208 001                      Tel No: 0512 - 6710139                      Contact Centre : 1800 1200                      E mail : <a href="mailto:pawan.tejpal@yesbank.in">pawan.tejpal@yesbank.in</a></p>
11	West Bengal and Sikkim	Kolkata	<p align="center"><b>Mr. Tushar Kanti Roy</b></p> <p align="center"><b>Back-up: Ms. Jayati Ghosh</b></p>	<p align="center"><b>YES Bank Ltd</b>                      Ground Floor, 45, Jhowtala Road                      Kolkata. Pin Code : 700019                      Tel No: 033-40581300                      Contact Centre : 1800 1200                      E mail: <a href="mailto:tusharkanti.roy@yesbank.in">tusharkanti.roy@yesbank.in</a></p>
12	Districts of Mumbai, Mumbai Suburban and Thane	Mumbai (I)	<p align="center"><b>Mr. Taroon Shahani</b></p>	<p align="center"><b>YES Bank Ltd</b>                      YES Bank Tower,                      IndiaBulls Finance Centre – Tower 2                      5<sup>th</sup> Floor, Senapati Bapat Marg,                      Elphinstone (W), Mumbai                      Pin Code : 400013                      Tel No : 022-33574248                      Contact Centre : 1800 1200                      Email : <a href="mailto:taroon.shahani@yesbank.in">taroon.shahani@yesbank.in</a></p>
13	North, North-West, West, South-West, New Delhi and South districts of Delhi	New Delhi (I)	<p align="center"><b>Ms. Sunaina Gupta</b></p>	<p align="center"><b>YES Bank Ltd</b>                      Mezzanine and First Floor,                      Plot No. 6, Basant Lok Complex,                      Opposite Priya Cinema,                      Vasant Vihar,                      New Delhi – 110057                      Tel. No. : 011-49433455                      Contact Centre : 1800 1200                      E mail : <a href="mailto:sunaina.gupta@yesbank.in">sunaina.gupta@yesbank.in</a></p>

**Name and Address of Nodal Officers**

Sr. No.	Area of Operation	Centre	Nodal Officer of YES Bank	Nodal Officer Contact Details
14	Haryana (except Panchkula, Yamuna Nagar and Ambala Districts) and Ghaziabad and Gautam Budh Nagar districts of Uttar Pradesh	New Delhi (II)	Ms. Sunaina Gupta	<p align="center"><b>YES Bank Ltd</b>                      Mezzanine and First Floor,                      Plot No. 6, Basant Lok Complex,                      Opposite Priya Cinema,                      Vasant Vihar,                      New Delhi – 110057                      Tel. No. : 011- 49433455                      Contact Centre : 1800 1200                      E mail : <a href="mailto:sunaina.gupta@yesbank.in">sunaina.gupta@yesbank.in</a></p>
15	North-East, Central, Shahdara, East and South-East districts of Delhi	New Delhi (III)	Ms. Sunaina Gupta  Back-up: Ms. Reetu Singh	<p align="center"><b>YES Bank Ltd</b>                      Mezzanine and First Floor,                      Plot No. 6, Basant Lok Complex,                      Opposite Priya Cinema,                      Vasant Vihar,                      New Delhi – 110057                      Tel. No. : 011- 49433455                      Contact Centre : 1800 1200                      E mail : <a href="mailto:sunaina.gupta@yesbank.in">sunaina.gupta@yesbank.in</a></p>
16	Bihar	Patna	Mr. Tushar Kanti Roy  Back-up: Mr. Anand Kumar	<p align="center"><b>YES Bank Ltd.</b>                      Ground &amp; Mezzanine Floor,                      Unit No 201, 2nd Floor,                      Rajendra Ram Plaza,                      Plot No: 875, Holding No: 373,                      Circle No: 6, Exhibition Road, Patna                      Pin Code: 800 001                      Tel No: 0612 – 3009003/ 02                      Contact Centre: 1800 1200                      E mail: <a href="mailto:tusharkanti.roy@yesbank.in">tusharkanti.roy@yesbank.in</a></p>
17	Jharkhand	Ranchi	Mr. Tushar Kanti Roy  Back-up: Mr. Himanshu Kumar	<p align="center"><b>YES Bank Ltd</b>                      Crosswindz, 41,                      Court Road, Ranchi,                      Jharkhand                      Pin Code : 834001                      Tel No : 0651 – 2212711 / 2212713                      Contact Centre : 1800 2000                      E mail: <a href="mailto:tusharkanti.roy@yesbank.in">tusharkanti.roy@yesbank.in</a></p>
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. Tejpreet Singh  Back-up: Mr. Vikas Sinha	<p align="center"><b>YES Bank Ltd</b>                      Ground Floor,                      56 Rajpur Road,                      Dehradun,                      Uttrakhand                      Pin Code : 249201                      Tel No: 0135 - 3061056                      Contact Centre : 1800 2000                      E mail : <a href="mailto:tejpreet.singh@yesbank.in">tejpreet.singh@yesbank.in</a></p>

**Name and Address of Nodal Officers**

Sr. No.	Area of Operation	Centre	Nodal Officer of YES Bank	Nodal Officer Contact Details
19	Chhattisgarh	Raipur	<b>Mr. Tushar Kanti Roy</b>  <b>Back-up: Mr. Priyadutta Panigrahi</b>	<b>YES Bank Ltd</b> 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: <a href="mailto:tusharkanti.roy@yesbank.in">tusharkanti.roy@yesbank.in</a>
20	State of Jammu and Kashmir	Jammu	<b>Mr. Bhupinder Pal Singh</b>  <b>Back-up: Mr. Kapil Gupta</b>	<b>YES Bank Ltd</b> 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: <a href="mailto:bhupinder.singh7@yesbank.in">bhupinder.singh7@yesbank.in</a>
21	Goa and Maharashtra, (except the districts of Mumbai, Mumbai Suburban and Thane)	Mumbai (II)	<b>Mr. Taroon Shahani</b>	<b>YES Bank Ltd</b> YES Bank Tower, IndiaBulls Finance Centre – Tower 2 5 <sup>th</sup> Floor, Senapati Bapat Marg, Elphinstone (W), Mumbai Pin Code : 400013 Tel No : 022-33574248 Contact Centre : 1800 2000 Email : <a href="mailto:taroon.shahani@yesbank.in">taroon.shahani@yesbank.in</a>
22	Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry (only Mahe Region)	Thiruvananthapuram	<b>Mr. Vinodh Sarran</b>  <b>Back-up: Mr. Binoj Davies</b>	<b>YES Bank Ltd</b> Ground Floor, No. 37, Thycaud Village, Opp. Tagore Theatre, Vazhuthacaud, Thiruvananthapuram Pin code: 695014 Tel No: 0484-2809828 Contact Centre : 1800 1200 E mail: <a href="mailto:vinodh.sarran@yesbank.in">vinodh.sarran@yesbank.in</a>