

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.

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>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</p>
2	Karnataka	Bengaluru	<p>Mr. Vinodh Sarran</p> <p>Back Up : Mr. Raghavendra Sindhe</p>	<p>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</p>
3	Madhya Pradesh	Bhopal	<p>Mr. Ankur Bansal</p> <p>Back Up : Mr. Kapil Arora</p>	<p>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</p>
4	Odisha	Bhubaneswar	<p>Ms. Arunima Nanda</p> <p>Back Up: Mr. Saswat Jena</p>	<p>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</p>
5	Himachal Pradesh, Punjab, Union Territory of Chandigarh and Panchkula, Yamuna Nagar and Ambala Districts of Haryana.	Chandigarh	Mr. Bhupinder Pal Singh	<p>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</p>
6	Tamil Nadu, Union Territories of Puducherry (except Mahe Region) and Andaman and Nicobar Islands	Chennai	<p>Mr. Somesh Varman</p> <p>Back Up : Ms. Sangeetha Seshasayee</p>	<p>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</p>

Name and Address of Nodal Officers				
Sr. No.	Area of Operation	Centre	Nodal Officer of YES Bank	Nodal Officer Contact Details
7	Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura	Guwahati	Ms. Arunima Nanda Back Up : Mr. Parijat Ray	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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Sr. No.	Area of Operation	Centre	Nodal Officer of YES Bank	Nodal Officer Contact Details
12	Districts of Mumbai, Mumbai Suburban and Thane	Mumbai (I)	Mr. Taroon Shahani	<p>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 1200 Email : taroon.shahani@uesbank.in</p>
13	Delhi	New Delhi (I)	Ms. Sunaina Gupta	<p>YES Bank Ltd 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 : sunaina.gupta@yesbank.in</p>
14	Bihar	Patna	<p>Ms. Arunima Nanda</p> <p>Back Up : Mr. Vijay Kumar</p>	<p>YES Bank Ltd Ground & 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: arunima.nanda@yesbank.in</p>
15	Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry (only Mahe Region).	Thiruvananthapuram	<p>Mr. Somesh Varman</p> <p>Back Up : Ms. Rakhee Padmanabhan</p>	<p>YES Bank Ltd Shop # 101 & 201, Annas Arcade, Spencer's Junction, M G Road, Thiruvananthapuram Pin Code : 695001 Tel No: 0484-2809828 Contact Centre : 1800 1200 E mail: somesh.varman@yesbank.in</p>
16	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>YES Bank Ltd 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 : sunaina.gupta@yesbank.in</p>

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17	Jharkhand	Ranchi	Ms. Arunima Nanda Back Up : Mr. Sanjeev Kumar	YES Bank Ltd Crosswindz, 41, Court Road, Ranchi, Jharkhand Pin Code : 834001 Tel No : 0651 – 2212711 / 713 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	Mr. Ankur Bansal 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 : ankur.bansal2@yesbank.in
20	State of Jammu and Kashmir	Jammu	Mr. Bhupinder Pal Singh Back Up: Ms. Sonaal Sidana	YES Bank Ltd 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 5 th Floor, Senapati Bapat Marg, Elphinstone (W), Mumbai Pin Code : 400013 Tel No : 022-33574248 Contact Centre : 1800 2000 Email : taroon.shahani@uesbank.in