

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

Priti Yennemadi
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

Ratan Kumar Kesh
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	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 2000 E mail : Sharad.Saraiya@yesbank.in
2	Karnataka	Bengaluru	Mr. Somesh Varman Back Up : Mr. Jayendran Ravishankaran	YES Bank Ltd Ground Floor, Prestige Obelisk, Municipal No. 3, Kasturba Road, Bangalore 560001 Tel No : 080 - 30429191 Contact Centre : 1800 2000 E mail: somesh.varman@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 2000 E mail :ankur.bansal2@yesbank.in
4	Odisha	Bhubaneswar	Mr. Proloy Mukherjee 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 200 E mail: proloy.mukherjee@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 2000 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 2000 E mail: somesh.varman@yesbank.in

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	Mr. Proloy Mukherjee Back Up : Ms. Maitrayee Chakraborty	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 2000 E mail: proloy.mukherjee@yesbank.in
8	Andhra Pradesh and Telangana	Hyderabad	Mr. Somesh Varman Back Up :Ms. Rikhiya Pal	YES Bank Ltd Ground Floor, "Mayank Towers", Survey No. 31 (Old). 31/2(New), Raj Bhavan Road, Somajiguda, Hyderabad Pin Code : 500 082 Tel No: 040 - 46739000 Contact Centre : 1800 2000 E mail: somesh.varman@yesbank.in
9	Rajasthan	Jaipur	Mr. Sharad Saraiya Back Up : Ms. Anita Madan Chopra	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 2000 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 2000 E mail :ankur.bansal2@yesbank.in
11	West Bengal and Sikkim	Kolkata	Mr. Proloy Mukherjee Back Up : Mr. Abhijit Mukherjee	YES Bank Ltd Ground Floor, Kanak Tower, 7A Anandilal Poddar Sarani, Kolkata Pin Code : 700 071 Tel No: 033 - 39879101 Contact Centre : 1800 2000 E mail: proloy.mukherjee@yesbank.in

Name and Address of Nodal Officers				
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. Gagan Saxena	YES Bank Ltd Shrikant Chambers, Near R K Studio, Chembur Mumbai Pin Code : 400071 Tel No : 022 - 67749102 Contact Centre : 1800 2000 Email : gagan.saxena@yesbank.in
13	Delhi	New Delhi (I)	Mr. Sharad Sharma	YES Bank Ltd 1st Floor, 56, Alps Building Janpath Pin Code : 110 001 New Delhi Tel No : 011 - 30499005 Contact Centre : 1800 2000 E mail : sharad.sharma1@yesbank.in
14	Bihar	Patna	Mr. Proloy Mukherjee Back Up : Mr. Nitin Ranjan	YES Bank Ltd Ground & Mezzanine Flr, Unit No 201, 2nd Flr, Rajendra Ram Plaza, Plot No: 875, Holding No: 373, Circle No: 6, Exhibition Road, Patna Pin Code : 800 001 Tel No: 0612 - 3009000 Contact Centre : 1800 2000 E mail: proloy.mukherjee@yesbank.in
15	Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry (only Mahe Region).	Thiruvananthapuram	Mr. Somesh Varman Back Up : Ms. Rakhee Padmanabhan	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 2000 E mail: somesh.varman@yesbank.in
16	Haryana (except Panchkula, Yamuna Nagar and Ambala Districts) and Ghaziabad and Gautam Budh Nagar districts of Uttar Pradesh	New Delhi (II)	Mr. Tejpreet Singh	YES Bank Ltd Ground & First Floor, Capital Exim Centre, LSC Okhla Industrial Area Phase - 2, New Delhi PIN Code : 110 020 Tel No: 011 - 30249500 Contact Centre : 1800 2000 E mail : tejpreet.Singh@yesbank.in

Name and Address of Nodal Officers				
Sr. No.	Area of Operation	Centre	Nodal Officer of YES Bank	Nodal Officer Contact Details
17	Jharkhand	Ranchi	Mr. Proloy Mukherjee Back Up : Mr. Sanjeev Kumar	YES Bank Ltd Crosswindz, 41, Court Road, Ranchi, Jharkhand Pin Code : 834001 Tel No: 0651 - 2212711 Contact Centre : 1800 2000 E mail: proloy.mukherjee@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. Manish Ghoshal	YES Bank Ltd Ground Floor, P.C. no- 106-B, RIC- Raipur-1, Great Eastern Rd, Geeta Nagar, Ramkund, 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: Mr. Jatin Gulati	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. Gagan Saxena	YES Bank Ltd Shrikant Chambers, Near R K Studio, Chembur Mumbai Pin Code : 400071 Tel No : 022 - 67749102 Contact Centre : 1800 2000 Email : gagan.saxena@yesbank.in