

Bank Officials to be contacted for redressal of complaints

Level 1

Branch Channel: You can meet the 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
YES Bank House,
Off Western Express Highway,
Santacruz East, Mumbai 400055
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

Shefali Singh Moza
Principal Nodal Officer
YES Bank Limited
YES Bank House,
Off Western Express Highway,
Santacruz East, Mumbai 400055
Email: principal.nodalofficer@yesbank.in
Phone No: 022-39489374

We would like to inform all our customers that our Bank is covered under the Integrated Ombudsman Scheme, 2021 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 centralised Banking Ombudsman.

Details of Integrated Ombudsman 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">YES Bank Ltd 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 : sharad.saraiya@yesbank.in</p>
2	Karnataka	Bengaluru	<p align="center">Mr. Vinodh Sarran Back-up: Mr. Jayendran Ravishankaran</p>	<p align="center">YES Bank Ltd Ground Floor, Prestige Obelisk, Municipal No. 3, Kasturba Road, Bangalore 560001 Tel No : 080 - 49179910 Contact Centre : 1800 1200 E mail: vinodh.sarran@yesbank.in</p>
3	Madhya Pradesh	Bhopal	<p align="center">Mr. Sharad Saraiya Back-up: Mr. Chandan Kumar</p>	<p align="center">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 Email: sharad.saraiya@yesbank.in</p>
4	Odisha	Bhubaneswar	<p align="center">Mr. Sabyasachi Mohanty Back-up: Mr. Saswat Jena</p>	<p align="center">YES Bank Ltd Plot No. 31, Bapuji Nagar, Bhubaneswar, Orissa. Pin Code :751009 Tel No: 0675 - 2255772 Contact Centre : 1800 1200 Email: sabyasachi.mohanty1@yesbank.in</p>
5	Himachal Pradesh, Punjab, Union Territory of Chandigarh and Panchkula, Yamuna Nagar and Ambala Districts of Haryana.	Chandigarh	<p align="center">Mr. Bhupinder Pal Singh Back-up: Mr. Jatin Gulati</p>	<p align="center">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>

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">Mr. Vinodh Sarran</p> <p align="center">Back-up: Gnanaskandan Gurukkal</p>	<p align="center">YES Bank Ltd</p> <p align="center">Ground Floor, No. 143/1, Uttamar Gandhi Salai, Nungambakkam, Chennai</p> <p align="center">Pin Code : 600 034 Tel No : 044 - 66765022 Contact Centre : 1800 1200 E mail: vinodh.sarran@yesbank.in</p>
7	Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura	Guwahati	<p align="center">Mr. Sabyasachi Mohanty</p> <p align="center">Back-up: Mr. Ashim Kumar Das</p>	<p align="center">YES Bank Ltd</p> <p align="center">Ground & First Floor, Building No. - 115, Goyal Enclave, G.S Road, Bhangagarh, Guwahati. Pin Code: 781 005 Near Big Bazaar Tel No: 0361- 2464546 Contact Centre : 1800 1200 Email: sabyasachi.mohanty1@yesbank.in</p>
8	Andhra Pradesh and Telangana	Hyderabad	<p align="center">Mr. Ravindra Kumar Maley</p> <p align="center">Back-up: Mr. Manoj Pohar</p>	<p align="center">YES Bank Ltd</p> <p align="center">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: ravindrakumar.maley@yesbank.in</p>
9	Rajasthan	Jaipur	<p align="center">Mr. Sharad Saraiya</p> <p align="center">Back-up: Mr. Vijender Wadhwa</p>	<p align="center">YES Bank Ltd</p> <p align="center">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: sharad.saraiya@yesbank.in</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">Mr. Pawan Kumar Tejpaul</p> <p align="center">Back-up: Mr. Atin Khare</p>	<p align="center">YES Bank Ltd 14-113 Padam Tower , Civil Lines Kanpur Pin Code : 208 001 Tel No: 0512 - 6710139 Contact Centre : 1800 1200 E mail : pawan.tejpaul@yesbank.in</p>
11	West Bengal and Sikkim	Kolkata	<p align="center">Mr. Sabyasachi Mohanty</p> <p align="center">Back-up: Mr. SK Rahamat Ali</p>	<p align="center">YES Bank Ltd Ground Floor, 45, Jhowtala Road Kolkata. Pin Code : 700019 Tel No: 033-40581300 Contact Centre : 1800 1200 Email: sabyasachi.mohanty1@yesbank.in</p>
12	Districts of Mumbai, Mumbai Suburban and Thane	Mumbai (I)	<p align="center">Mr. Taroon Shahani</p>	<p align="center">YES Bank Ltd YES Bank House, Off Western Express Highway, Santacruz East, Mumbai 400055 Tel No : 022-65077794 Contact Centre : 1800 2000 Email : taroon.shahani@yesbank.in</p>
13	North, North-West, West, South-West, New Delhi and South districts of Delhi	New Delhi (I)	<p align="center">Ms. Sunaina Gupta</p>	<p align="center">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	Haryana (except Panchkula, Yamuna Nagar and Ambala Districts) and Ghaziabad and Gautam Budh Nagar districts of Uttar Pradesh	New Delhi (II)	<p align="center">Ms. Sunaina Gupta</p>	<p align="center">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>

Name and Address of Nodal Officers

Sr. No.	Area of Operation	Centre	Nodal Officer of YES Bank	Nodal Officer Contact Details
15	North-East, Central, Shahdara, East and South-East districts of Delhi	New Delhi (III)	<p align="center">Ms. Sunaina Gupta</p> <p align="center">Back-up: Ms. Reetu Singh</p>	<p align="center">YES Bank Ltd</p> <p align="center">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>
16	Bihar	Patna	<p align="center">Mr. Sabyasachi Mohanty</p> <p align="center">Back-up: Mr. Anand Kumar</p>	<p align="center">YES Bank Ltd.</p> <p align="center">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 Email: sabyasachi.mohanty1@yesbank.in</p>
17	Jharkhand	Ranchi	<p align="center">Mr. Sabyasachi Mohanty</p> <p align="center">Back-up: Mr. Himanshu Kumar</p>	<p align="center">YES Bank Ltd</p> <p align="center">Crosswindz, 41, Court Road, Ranchi, Jharkhand Pin Code : 834001 Tel No : 0651 – 2212711 / 2212713 Contact Centre : 1800 2000 Email: sabyasachi.mohanty1@yesbank.in</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	<p align="center">Mr. Tejpreet Singh</p> <p align="center">Back-up: Mr. Rahul Agrawal</p>	<p align="center">YES Bank Ltd</p> <p align="center">Ground Floor, 56 Rajpur Road, Dehradun, Uttarakhand Pin Code : 249201 Tel No: 0135 - 3061056 Contact Centre : 1800 2000 E mail : tejpreet.singh@yesbank.in</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	Mr. Sabyasachi Mohanty Back-up: Mr. Priyadutta Panigrahi	YES Bank Ltd Ground and 1st Floor, Golchha Chambers, Near Holy Heart School, Civil Lines, Raipur, Chhattisgarh Pin Code: 492001 Tel No: 0788 - 4082007 Contact Centre : 1800 2000 Email: sabyasachi.mohanty1@yesbank.in
20	State of Jammu and Kashmir	Jammu	Mr. Bhupinder Pal Singh Back-up: Mr. Syed Tasveer	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 House, Off Western Express Highway, Santacruz East, Mumbai 400055 Tel No : 022-65077794 Contact Centre : 1800 2000 Email : taroon.shahani@yesbank.in
22	Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry (only Mahe Region)	Thiruvananthapuram	Mr. Vinodh Sarran Back-up: Mr. Hari Krishnan. V	YES Bank Ltd Ground Floor, No. 37, Thycaud Village, Opp. Tagore Theatre, Vazhuthacaud, Thiruvananthapuram Pin code: 695014 Tel No: 0484-2809828 Contact Centre : 1800 1200 E mail: vinodh.sarran@yesbank.in