

Investor Grievance Escalation Matrix, Depository Back Office Mumbai.

Particular	Contact person	Correspondence Address	Contact No.	Email ID	Working Hours (* Monday to Saturday)
Client Servicing	Ms Ankita Jain	Depository Services, PNB House Building, 3 rd Floor, Sir PM Road, Opposite RBI-Amar Bhawan, Fort, Mumbai - 400001	022-43430703	Depository@pnb.bank.in	10.00 AM –05.00 PM
Head of client Servicing	Mr Santosh Gopalkrishnan Bhatt	Depository Services, PNB House Building, 3 rd Floor, Sir PM Road, Opposite RBI-Amar Bhawan, Fort, Mumbai - 400001	022-43430701	Depository@pnb.bank.in	10.00 AM –05.00 PM
Compliance Officer	Mr Sandeep Kumar	Depository Services, PNB House Building, 3 rd Floor, Sir PM Road, Opposite RBI-Amar Bhawan, Fort, Mumbai - 400001	022-43430700	Sandeep.kumar40@pnb.bank.in	10.00 AM –05.00 PM
MD& CEO	Ashok Chandra	Punjab National Bank, Business Acquisition and Relationship Management Division, Dwarka Plot No. 4, Sector 10, New Delhi 110075	011-28044001	mdps@pnb.bank.in	10.00 AM –05.00 PM

In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with CDSL at <https://www.cdslindia.com/eservices/footer/grievances> or NSDL at <https://www.npscra.nsdl.co.in/Log-your-grievance.php> or SEBI at <https://www.sebi.gov.in/departments/investment-management-department-9/investor-complaints-cell-123/overview.html> . Please quote your complaint ref no. while raising your complaint at SEBI SCORES/Depository portal.

**(2nd & 4th Saturday is Banking Holiday)*