

Annexure 2

Escalation Matrix Depository Back Office, Mumbai					(NSDL)
Details of	Contact Person	Address	Contact No.	Email Id	Working Hours (*Monday-Saturday)
Client Servicing	Ms. Shally Kaur	Punjab National Bank, 67, Sonawala Building BS Marg, Fort, Mumbai-400001	022-43430727	depository@pnb.co.in	10:00 A.M- 05:00 P.M
Head of Client Servicing	Ms. Ankita Jain	Punjab National Bank ,67, Sonawala Building BS Marg, Fort, Mumbai-400001	022-43430700	depository@pnb.co.in	10:00 A.M- 05:00 P.M
Compliance Officer	Mr. Venkatesh S	Punjab National Bank, 67, Sonawala Building BS Marg, Fort, Mumbai-400001	022-43430730	venkateshs@pnb.co.in	10:00 A.M- 05:00 P.M
MD & CEO	Mr. Atul Kumar Goel	Punjab National Bank, Head Office, Customer Acquisition Division, Dwarka Plot No. 4 Sector 10, New Delhi-110075	011-28044001	mdps@pnb.co.in	10:00 A.M- 05:00 P.M

Escalation Matrix Depository Back Office, Mumbai					(CDSL DP ID 13014900)
Details of	Contact Person	Address	Contact No.	Email Id	Working Hours (*Monday-Saturday)
Client Servicing	Ms. Shally Kaur	Punjab National Bank, 67, Sonawala Building BS Marg, Fort, Mumbai-400001	022-43430727	depository@pnb.co.in	10:00 A.M- 05:00 P.M
Head of Client Servicing	Ms. Ankita Jain	Punjab National Bank ,67, Sonawala Building BS Marg, Fort, Mumbai-400001	022-43430700	depository@pnb.co.in	10:00 A.M- 05:00 P.M
Compliance Officer	Mr. Venkatesh S	Punjab National Bank, 67, Sonawala Building BS Marg, Fort, Mumbai-400001	022-43430730	venkateshs@pnb.co.in	10:00 A.M- 05:00 P.M
MD & CEO	Mr. Atul Kumar Goel	Punjab National Bank, Head Office, Customer Acquisition Division, Dwarka Plot No. 4 Sector 10, New Delhi-110075	011-28044001	mdps@pnb.co.in	10:00 A.M- 05:00 P.M

Escalation Matrix (CDSL DP ID 13051300) Depository Back Office, Kolkata					
Details of	Contact Person	Address	Contact No.	Email Id	Working Hours (*Monday-Saturday)
Client Servicing	Ms. Chanda Kumari	Punjab National Bank, United Tower First Floor 11 HB Sarani Kolkata-700001	033-22488715	euni.demat@pnb.co.in	10:00 A.M- 05:00 P.M
Head of Client Servicing	Mr. Haripad Biswal	Punjab National Bank, United Tower First Floor 11 HB Sarani Kolkata-700001	9040849078	euni.demat@pnb.co.in	10:00 A.M- 05:00 P.M
Compliance Officer	Ms. Ankita Gupta	Punjab National Bank, United Tower First Floor 11 h B Sarani Kolkata-700001	033-22624014	euni.demat@pnb.co.in	10:00 A.M- 05:00 P.M
MD & CEO	Mr. Atul Kumar Goel	Punjab National Bank, Head Office, Customer Acquisition Division, Dwarka Plot No. 4 Sector 10, New Delhi-110075	011-28044001	mdps@pnb.co.in	10:00 A.M- 05:00 P.M

In absence of response/ complaint not addressed to your satisfaction, you may lodge a complaint with CDSL at <https://www.cdslindia.com/Footer/grievances.aspx> or NSDL at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html>. Please quote your Complaint Ref No. while raising your complaint at SEBI SCORES/ Depository portal.

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