

<b>Investor Grievance Escalation Matrix, Depository Back Office Mumbai.</b>					
<b>Particular</b>	<b>Contact person</b>	<b>Address</b>	<b>Contact No.</b>	<b>Email ID</b>	<b>Working Hours (* Monday to Saturday)</b>
<b>Client Servicing</b>	Ms Ankita Jain	Punjab National bank, 67, Sonawala Building BS marg Fort, Mumbai - 4000001	022-43430727	Depository@pnb.co.in	10.00 Am – 05.00 Pm
<b>Head of client Servicing</b>	Mr Santosh Gopalkrishnan Bhatt	National bank, 67, Sonawala Building BS marg Fort, Mumbai - 4000001	022-43430700	Depository@pnb.co.in	10.00 Am – 05.00 Pm
<b>Compliance Officer</b>	Mr Sandeep Kumar	National bank, 67, Sonawala Building BS marg Fort, Mumbai - 4000001	022-43430730	Sandeep.kumar40@pnb.co.in	10.00 Am – 05.00 Pm
<b>MD&amp; CEO</b>	Ashok Chandra	Punjab National Bank, Business Acquisition and Relationship Management Division, Dwarla Plot No. 4, Sector 10, New Delhi-110075	011-28044001	mdps@pnb.co.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.cdsindia.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.

\*(2<sup>nd</sup> & 4<sup>th</sup> Saturday is Banking Holiday)