

Procedure for lodging a complaint through Call Centre

The customer can submit a complaint by calling the toll-free number 1800-419-8300, services available 24/7.

Procedure for lodging a complaint with the Branch Manager

- The customer can speak directly with the Branch Manager to discuss and resolve his / her concerns on-site.
- The customer can submit / register complaint in the Complaint/ Suggestion Box or the official Complaint Register maintained at the branch.
- The customer may send a written complaint via post, addressed to the respective Branch Office.

Procedure for lodging a complaint with the Zonal Office

- The customer can approach the concerned Zonal Office.
- The customer can lodge a grievance by sending an email or physical letters through post to the concerned Zonal Office.
- The contact detail of Zonal Managers are available in our bank's official website i.e. <https://punjabandsind.bank.in/content/contact>

Procedure for lodging a complaint with the Principal Nodal Officer (PNO)

- The customer can submit a grievance by sending an email to the PNO at PNO@psb.bank.in
- The customer can make a physical visit to Head Office to deliver a formal complaint to PNO.
- The customer can send written complaint through post to PNO at the following address:

**The Principal Nodal Officer
Punjab & Sind Bank, Head Office,
6th floor, 21, Rajendra Place,
New Delhi-110008.**

ੴ ਸ੍ਰੀ ਵਾਹਿਗੁਰੂ ਜੀ ਕੀ ਫਤਹਿ

ਪੰਜਾਬ ਐਂਡ ਸਿੰਧ ਬੈਂਕ
(ਭਾਰਤ ਸਰਕਾਰ ਦਾ ਉਪਕਰਮ)



Punjab & Sind Bank
(A Govt. of India Undertaking)

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ESCALATION MECHANISM FOR LODGING A COMPLAINT

BRANCH MANAGER

Customer can initially approach the Branch Manager for resolution of his/ her complaint.

ZONAL MANAGER

If the complaint remains unresolved or not satisfied with the response, the matter may be escalated to the Zonal Manager.

PRINCIPAL NODAL OFFICER

If the complaint is not resolved within stipulated timeframe, the customer may approach the Principal Nodal Officer of the Bank for Redressal.