



ग्राहक सेवा केंद्र (परिचालन प्रभाग), प्रधान कार्यालय,  
सेक्टर -३२, गुरुग्राम (हरियाणा) - १२२००१  
CUSTOMER CARE CENTRE (OPERATIONS DIVISION), HEAD OFFICE,  
SECTOR-32, GURUGRAM (HARYANA) - 122001

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### **Escalation Mechanism for lodging a complaint**

Customers may primarily approach the Hall In-charge / Branch Manager in case of any grievance



Thereafter customer may also approach Chief Customer Executive Officer (CCEO) at Circle Office



Thereafter customer may also approach Chief Customer Executive Officer (CCEO) at Zonal Office



Thereafter customer may also approach Principal Nodal Officer (PNO) at Head Office

### **Procedure for lodging a complaint with Customer Care Executive**

- Complaints can be lodged on toll free number 1800 1800 / 1800 2021 accessible 24 hours from fixed as well as mobiles of any telecom operator throughout India or 0120-249 0000 - a paid number, which is accessible to Customers from abroad as well as throughout India.
- Customer can submit Grievance through e-mail on 'care@pnb.bank.in'

### **Procedure for lodging a complaint with Branch Manager**

- Customer can submit complaint in person to Branch Manager at Branch Office.
- Customer can record his grievance in the Complaint Book/Register/ Grievance cum suggestion box kept at branches.
- Customers can send complaints through Post to Branch Office.

**पंजाब नेशनल बैंक**  
**ग्राहक सेवा केंद्र (परिचालन प्रभाग), प्रधान कार्यालय**  
**PUNJAB NATIONAL BANK**  
**CUSTOMER CARE CENTRE (OPERATIONS DIVISION), HEAD OFFICE**

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**Procedure for lodging a complaint with Chief Customer Executive Officer (CCEO) at Circle Office**

- Customer can submit complaint in person to CCEO at Circle Office.
- Customers can send complaints through Post to Circle Office.
- Customer can submit Grievance through e-mail to CCEO at Circle Office.

The contact details of CCEOs are available at Bank official website i.e [www.pnb.bank.in](http://www.pnb.bank.in) > Customer Care > How Do I > Lodge Complaint

**Procedure for lodging a complaint with Chief Customer Executive Officer (CCEO) at Zonal Office**

- Customer can submit complaint in person to CCEO at Zonal Office.
- Customers can send complaints through Post to Zonal Office.
- Customer can submit Grievance through e-mail to CCEO at Zonal Office.

The contact details of CCEOs are available at Bank official website i.e [www.pnb.bank.in](http://www.pnb.bank.in) > Customer Care > How Do I > Lodge Complaint

**Procedure for lodging a complaint with Principal Nodal Officer (PNO) at Head Office**

- Customer can submit complaint in person to PNO at Head Office (Plot No.5, Institutional Area, Sector 32, Gurugram, Haryana – 122 001).
- Customers can send complaints through Post to PNO at the following address: -  
“The Principal Nodal Officer, Punjab National Bank, Customer Care Centre, Plot No.5, Institutional Area, Sector 32, Gurugram, Haryana – 122 001”
- Customer can submit Grievance through e-mail to PNO on ‘pno@pnb.bank.in’