

Analysis of Complaints for the Financial Year 2015-16

Summary of Complaints received

No. of complaints at the beginning of the year	32
No. of complaints received during the year	18937
No. of complaints redressed	18914
No. of complaints pending at the end of the year	55

Customer complaints includes ATM Transaction complaints

Includes ATM failed transactions complaints received and redressed of 18388 during FY2015-16

Awards Passed by Banking Ombudsman

No. of unimplemented awards at the beginning of the year	Nil
No. of awards passed by Banking Ombudsman during the year	Nil
No. of awards implemented during the year	Nil
No. of unimplemented awards at the end of the year	Nil

Nature of Complaints

- Deficiency in Service
- Credit related
- ATM related
- Miscellaneous
- Charges related