

Analysis of Complaints for the Financial Year 2017-18

Summary of Complaints received

No. of complaints at the beginning of the year	52
No. of complaints received during the year	84105
No. of complaints redressed	84118
No. of complaints pending at the end of the year	39

Includes ATM failed transactions complaints received and redressed of 83,376 during FY 2017-18

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

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