

# **Analysis of Complaints for the Financial Year 2018-19**



# Summary of Complaints received

No. of complaints at the beginning of the year	39
No. of complaints received during the year	59110
No. of complaints redressed	59107
No. of complaints pending at the end of the year	42

Includes ATM failed transactions complaints received and redressed of 58,414 during FY 2018-19

# 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

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