

# **Analysis of Complaints for the Financial Year 2019-20**

# Summary of Complaints received

No. of complaints at the beginning of the year	42
No. of complaints received during the year	91861
No. of complaints redressed	91833
No. of complaints pending at the end of the year	70

Includes ATM failed transactions complaints received and redressed -  
FY 2019-20 : 90,839

# 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
- Charges related
- Credit related
- ATM related
- Miscellaneous