

Complaint Analysis 2018-19



Customer Complaints

(Includes complaints related to Flexibonds & Credit Cards)

Sr. No.	Particulars	FY 2018-19	FY 2017-18
(i)	No. of complaints pending at the beginning of the year	297	622
(ii)	No. of complaints received during the year	23,435	35,583
(iii)	No. of complaints redressed during the year	23,541	35,908
(iv)	No. of complaints pending at the end of the year	191	297

Awards passed by the Banking Ombudsman

Sr. No.	Particulars	FY 2018-19	FY 2017-18
(i)	No. of unimplemented awards at the beginning of the year	Nil	Nil
(ii)	No. of Awards passed by the Banking Ombudsman during the year	Nil	Nil
(iii)	No. of Awards implemented during the year	Nil	Nil
(iv)	No. of unimplemented Awards at the end of the year	Nil	Nil

Customer Complaints on Account of ATM Transactions

Sr. No.	Particulars	FY 2018-19	FY 2017-18
(i)	No. of complaints pending at the beginning of the year	860	694
(ii)	No. of complaints received during the year	83,477	59,934
(iii)	No. of complaints redressed during the year	82,910	59,768
(iv)	No. of complaints pending at the end of the year	1,427	860