

Complaint Analysis 2017-18



Customer Complaints

(Includes complaints related to Flexibonds & Credit Cards)

Sr. No.	Particulars	FY 2017-18	FY 2016-17
(i)	No. of complaints pending at the beginning of the year	622	1,060
(ii)	No. of complaints received during the year	35,583	57,328
(iii)	No. of complaints redressed during the year	35,908	57,766
(iv)	No. of complaints pending at the end of the year	297	622

Awards passed by the Banking Ombudsman

Sr. No.	Particulars	FY 2017-18	FY 2016-17
(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 2017-18	FY 2016-17
(i)	No. of complaints pending at the beginning of the year	694	253
(ii)	No. of complaints received during the year	59,934	43,185
(iii)	No. of complaints redressed during the year	59,768	42,744
(iv)	No. of complaints pending at the end of the year	860	694