

**Statement of Customer Complaints & Awards Passed By Banking
Ombudsman during the Year 2012-13**

A. Customer Complaints:

Sl.	Particulars	2012-13
1	No. of complaints pending at the beginning of the year	04
2	No. of complaints received during the year	419
3	No. of complaints redressed during the year	419
4	No. of complaints pending at the end of the year	04

B. Awards passed by the Banking Ombudsman:

Sl.	Particulars	2012-13
1	No. of unimplemented Awards at the beginning of the year	00
2	No. of awards passed by the BO during the year	00
3	No. of Awards implemented during the year	00
4	No. of unimplemented Awards at the end of the year	00

C. Break up of customer complaints received:

Sl.	Particulars	2012-13
1	Complaints received through Banking Ombudsman.	63
2	Complaints received through RBI.	04
3	Complaints received through Lead Bank / Govt. Organizations.	01
4	Complaints received directly from customers.	351
5	Other complaints – Non customers / well wishers etc.	00
Total		419