

## **Status of Complaints Received During the Financial Year 2014-2015**

### **A)Customer Complaints FY 2014-2015**

1	No. of complaints pending at the beginning of the year	65
2	No. of complaints received during the year	7741
3	No. of complaints redressed during the year	7657
4	No. of complaints pending at the end of the year.	149

*\*Customer complaint 'A' is inclusive of ATM/WEBGM/Banking Ombudsman/RBI Complaints 'C D & E' listed below*

### **B) Awards Passed By Banking Ombudsman**

1	No. of unimplemented awards at the beginning of the year	NIL
2	No. of awards passed by Banking Ombudsman during the year	NIL
3	No. of awards implemented during the year	NIL
4	No. of unimplemented at the end of the year.	NIL

### **C)Customer Complaints (Complaints lodged by our own customers against our own ATM's)**

1	No. of complaints pending at the beginning of the year	10
2	No. of complaints received during the year	1843
3	No. of complaints redressed during the year	1819
4	No. of complaints pending at the end of the year.	34

### **D)Customer Complaints (Complaints lodged by our own customers against other bank ATM's)**

1	No. of complaints pending at the beginning of the year	55
2	No. of complaints received during the year	5499
3	No. of complaints redressed during the year	5439
4	No. of complaints pending at the end of the year.	115

### **E) Complaints (Received through WEBGRM/Banking Ombudsman/RBI)**

1	No. of complaints pending at the beginning of the year	00
2	Complaints Received From Banking Ombudsman/RBI/BCSBI	53
3	Complaints Received Online	346
4	No. of complaints pending at the end of the year.	00