

A)Customer Complaints FY 2015-2016

1	No. of complaints pending at the beginning of the year	149
2	No. of complaints received during the year	10430
3	No. of complaints redressed during the year	10446
4	No. of complaints pending at the end of the year.	133

**Customer complaint 'A' is inclusive of ATM/WEBGM/Banking Ombudsman/RBI Complaints 'C D E& 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	34
2	No. of complaints received during the year	2853
3	No. of complaints redressed during the year	2833
4	No. of complaints pending at the end of the year.	54

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	115
2	No. of complaints received during the year	7151
3	No. of complaints redressed during the year	7187
4	No. of complaints pending at the end of the year.	79

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

1	No. of complaints pending at the beginning of the year	0
2	No. of complaints received during the year	426
3	No. of complaints redressed during the year	426
4	No. of complaints pending at the end of the year.	0