



***ANALYSIS OF COMPLAINTS FOR FINANCIAL YEAR
2015-16***

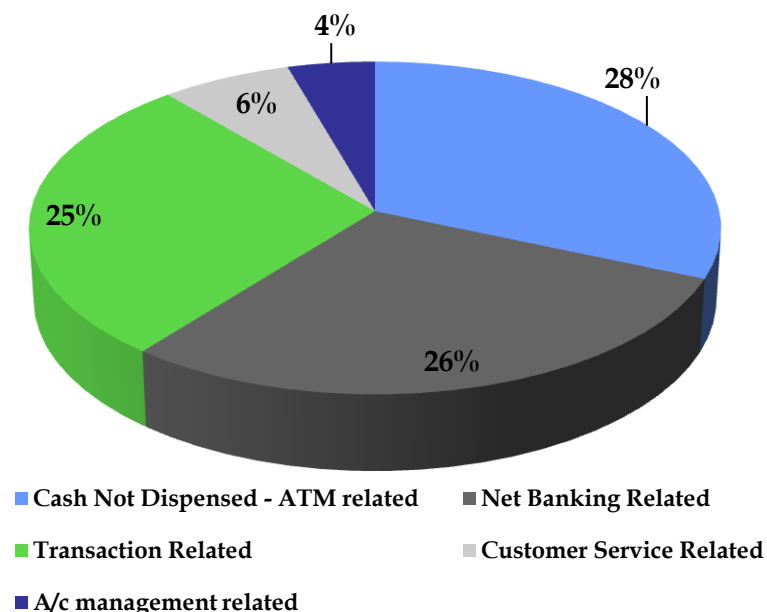
Summary of Complaints Received



Customer Complaints

No of complaints pending at beginning of the year	1117
No of complaints received during the year	38745
No of complaints redressed during the year	38604
No of complaints pending at the end of the year	1258

Top 5 Complaints Contribution



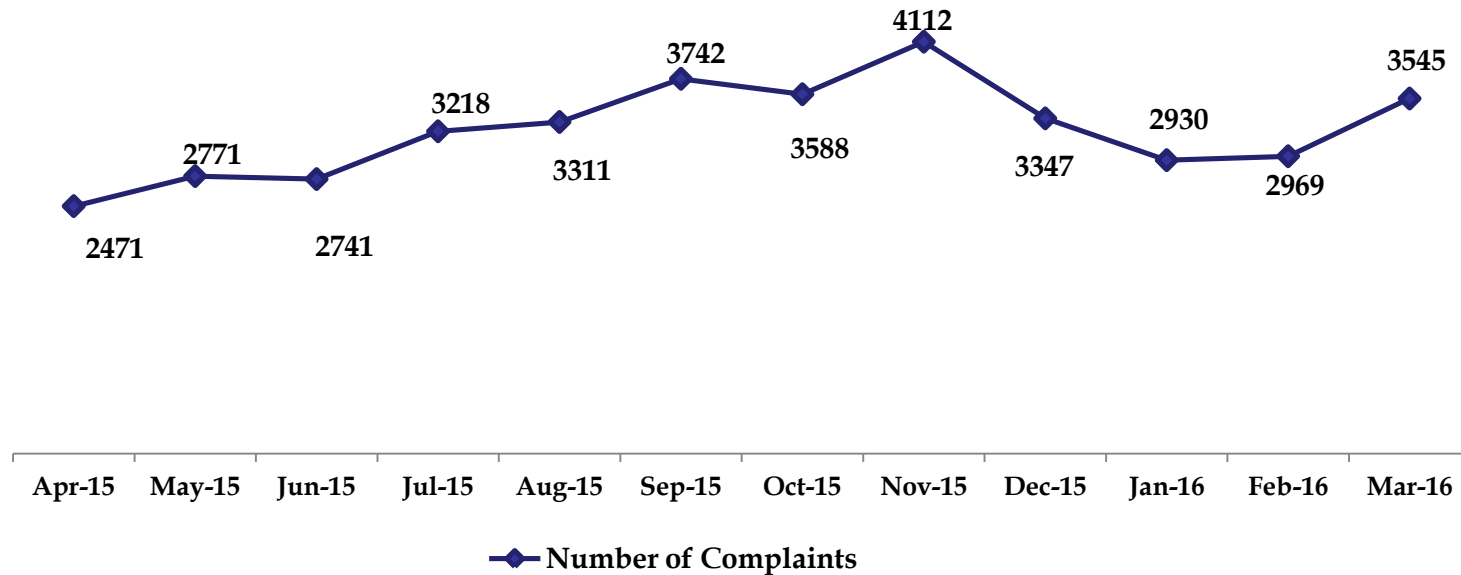
Awards passed by the Banking Ombudsman

No of unimplemented awards at the beginning of the year	Nil
No of awards passed by Banking Ombudsman during the year	Nil
No of awards implemented during the year	Nil
No of unimplemented awards at the end of the year	Nil

Trend of Complaints for Financial Year 2015-16



Month-wise Complaints trend



****Complaints include ATM / POS / Net Banking/vendor related disputes .**