

## Customer Complaints FY 2019-20

### **Statement of Complaints for FY 2019-20**

<b>A. Customer Complaints</b>	
<i>(a) No. of complaints pending at the beginning of the year</i>	<i>NIL</i>
<i>(b) No. of complaints received during the year</i>	<i>21</i>
<i>(c) No. of complaints redressed during the year</i>	<i>21</i>
<i>(d) No. of complaints pending at the end of the year</i>	<i>NIL</i>

<b>B. Awards passed by the Banking Ombudsman</b>	
<i>(a) No. of unimplemented Awards at the beginning of the year</i>	<i>NIL</i>
<i>(b) No. of Awards passed by the Banking Ombudsmen during the year</i>	<i>NIL</i>
<i>(c) No. of Awards implemented during the year</i>	<i>NIL</i>
<i>(d) No. of unimplemented Awards at the end of the year</i>	<i>NIL</i>

### **Channel-wise receipt of Complaints**

<b>Type of Channel</b>	<b>Number of Complaints received</b>
<i>Web based</i>	<i>0</i>
<i>E-mail</i>	<i>21</i>
<i>Hand delivered</i>	<i>0</i>
<i>Through Directorate of Public Grievances(DPG), Govt. of India</i>	<i>0</i>
<i>Through Ministry of Finance , Govt. of India</i>	<i>0</i>
<i>Through Reserve Bank of India</i>	<i>0</i>
<i>Others (please specify)</i>	<i>0</i>