

Customer Complaints FY 2020-21

Statement of Complaints for FY 2020-21

Sr. No	Particulars	Previous year	Current year
Complaints received by the bank from its customers			
1	Number of complaints pending at beginning of the year	0	0
2	Number of complaints received during the year	21	8
3	Number of complaints disposed during the year	21	8
3.1	Of which, number of complaints rejected by the bank	0	0
4	Number of complaints pending at the end of the year	0	0
Maintainable complaints received by the bank from OBOs			
5	Number of maintainable complaints received by the bank from OBOs	0	1
5.1.	Of 5, number of complaints resolved in favour of the bank by BOs	0	0
5.2	Of 5, number of complaints resolved through conciliation/mediation/advisories issued by BOs	0	1
5.3	Of 5, number of complaints resolved after passing of Awards by BOs against the bank	0	0
6	Number of Awards unimplemented within the stipulated time (other than those appealed)	0	0

Statement of Complaints for FY 2020-21

Top five grounds of complaints received by the bank from customers					
Grounds of complaints, (i.e. complaints relating to)	Number of complaints pending at the beginning of the year	Number of complaints received during the year	% increase/ decrease in the number of complaints received over the previous year	Number of complaints pending at the end of the year	Of 5, number of complaints pending beyond 30 days
1	2	3	4	5	6
Current Year					
Cheques/drafts/bills	0	0	100% decrease	0	0
Credit Cards	0	2	100% increase	0	0
Internet/Mobile/Electronic Banking	0	1	75% decrease	0	0
Levy of charges without prior notice/excessive charges/foreclosure charges	0	1	0	0	0
Others	0	4	60% decrease	0	0
Total	0	8	62% decrease	0	0