

# ANALYSIS OF COMPLAINTS

## 2018 - 19

### Summary of Complaints 2018-19

Complaints received & redressed	FY 2018-19
No. of complaints pending at the beginning of the year	958
No. of complaints received during the year	37,470
No. of complaints redressed during the year	37,887
No. of complaints pending at the end of the year <i>(Including ATM related complaints)</i>	541



## Banking Ombudsman Complaints Summary 2018-19

BO Awards	FY 2018-19
No. of awards at the beginning of the year	NIL
No. of awards passed during the year	NIL
No. of awards pending at the end of the year	NIL



## Top 5 Areas of Complaints 2018-19

Area of Complaint	No. of Complaints
ATM Disputes - Onus & Issuing	35,673
Delay in services	915
Others	431
Digital banking services	182
Non-interest charges	56

