

ANALYSIS OF COMPLAINTS

2017 - 18

Summary of Complaints 2017-18

Complaints received & redressed	FY 2017-18
No. of complaints pending at the beginning of the year	NIL
No. of complaints received during the year	17633
No. of complaints redressed during the year	16675
No. of complaints pending at the end of the year <i>(Including ATM related complaints)</i>	958



Banking Ombudsman Complaints Summary 2017-18

BO Awards	FY 2017-18
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 2017-18

Area of Complaint	No. of Complaints
ATM Disputes - Onus & Issuing	16950
Delay in services	281
Others	136
Credit/Debit cards	87
Digital banking services	62

