

Disclosure in Financials Statements as on 31.03.2016

DISCLOSURE OF COMPLAINTS

Banks are also advised to disclose the following brief details along with their financial results:

A. Customer Complaints

(a)	No. of complaints pending at the beginning of the year	92
(b)	No. of complaints received during the year	14930
(c)	No. of complaints redressed during the year	14849
(d)	No. of complaints pending at the end of the year	173

B. Awards passed by the Banking Ombudsman

(a)	No. of unimplemented Awards at the beginning of the year	Nil
(b)	No. of Awards passed by the Banking Ombudsmen during the year	Nil
(c)	No. of Awards implemented during the year	Nil
(d)	No. of unimplemented Awards at the end of the year	Nil

CATEGORY WISE BREAK UP OF COMPLAINTS

S No.	Nature Of Complaint	Total	% age
1	ADVANCES	1101	7.37
2	ATM	2584	17.31
3	CUSTOMER SERVICE	1711	11.46
4	DEMAT	59	0.40
5	DEPOSITS	448	3.00
6	GENERAL BANKING	2064	13.82
7	GOVT. SERVICES	304	2.04
8	NRI SERVICES	70	0.47
9	REMITTANCES	354	2.37
10	TECHNOLOGY(INTERNET BANKING)	4891	32.76
11	MISCELLANEOUS	1344	9.00
	TOTAL	14930	100.00