
Complaint Analysis

FY 2021-2022

Complaint Summary

#	Complaints received and redressed	FY 2021-22
1	No. of complaints pending at the beginning of the FY	327
2	No. of complaints received during the FY	21945
3	No. of complaints redressed during the FY	21974
3.1	No. of complaints rejected by the bank	45
4	No. of complaints pending at the end of the FY	298

BO Complaints Trend

#	Particulars	FY 2021-22
5	Number of maintainable complaints received by the bank from OBOs	3332
5.1	Number of complaints resolved in favour of the bank by BOs	3193
5.2	Number of complaints resolved through conciliation/mediation/advisories issued by BOs	139
5.3	Number of complaints resolved after passing of Awards by BOs against the bank	0
6	Number of Awards unimplemented within the stipulated time (other than those appealed)	0

Top 5 Areas of Complaints - Groundwise

Area of Complaint	Contribution
ATM/Debit Cards	57%
Loans and advances	21%
Internet/Mobile/Electronic Banking	5%
Recovery Agents/Direct Sales Agents	4%
Charges Related	3%