

# Complaint Analysis: FY2019 - FY2020

# Complaint Summary

Complaints received and redressed	FY2020
No. of complaints pending at the beginning of the FY	131
No. of complaints received during the FY	7596
No. of complaints redressed during the FY	7187
No. of complaints pending at the end of the FY	540

# BO Complaints Trend

BO Awards	FY2020
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

Area of Complaint	Contribution
ATM Disputes	32%
Collection related	10%
Closure related	6%
Transaction and Fraud Dispute	6%
Sales Related	5%
<b>Total of Top 5 Areas</b>	<b>59%</b>