



Complaints Analysis 2017 - 18

Complaints Summary (2017-18)

Complaints received and redressed	FY 2017-18
No. of complaints pending at the beginning of the year	42,184
No. of complaints received during the year	368,424
No. of complaints redressed during the year	383,508
No. of complaints pending at the end of the year	27,100

Banking Ombudsman Summary (2017-18)

BO Awards	FY 2017-18
No. of unimplemented awards at the beginning of the year	Nil
No. of awards passed by the Banking Ombudsman during the year	Nil
No. of awards implemented during the year	Nil
No. of unimplemented awards at the end of the year	Nil

Complaints – Top 5 Areas

Areas of Complaint	FY 2017-18 Contribution%
ATM Disputes - Onus & Issuing	31%
POS Related	30%
UPI Related	11%
Charges Related	9%
Account maintenance	8%