

Disclosure of Complaints-2016-17

SCHEDULE 18 - Notes forming part of the financial statements for the year ended March 31, 2017 (All amounts in crore of, unless otherwise specified)

A.

a) Customer complaints

Particulars	March 31, 2017	March 31, 2016
No. of complaints pending at the beginning of the year	NIL	NA
No. of complaints received during the year (Sep 5, 2016 to March 31, 2017)	2017	NA
No. of complaints redressed during the year (Sep 5, 2016 to March 31, 2017)	1954	NA
No. of complaints pending at the end of the year (As of March 31, 2017)	66	NA

b) ATM transaction disputes relating to the Bank's customers on the Bank's ATMs

Particulars	March 31, 2017	March 31, 2016
No. of complaints pending at the beginning of the year	NIL	NA
No. of complaints received during the year (Sep 5, 2016 to March 31, 2017)	8	NA
No. of complaints redressed during the year (Sep 5, 2016 to March 31, 2017)	8	NA
No. of complaints pending at the end of the year (As of March 31, 2017)	—	NA

c) ATM transaction disputes relating to the Bank's customers on other banks' ATMs

Particulars	March 31, 2017	March 31, 2016
No. of complaints pending at the beginning of the year	NIL	NA
No. of complaints received during the year (Sep 5, 2016 to March 31, 2017)	20	NA
No. of complaints redressed during the year (Sep 5, 2016 to March 31, 2017)	20	NA
No. of complaints pending at the end of the year (As of March 31, 2017)	NIL	NA

d) Total customer complaints and ATM transaction disputes [total of tables (A), (B) and (C) above]

Particulars	March 31, 2017	March 31, 2016
No. of complaints pending at the beginning of the year	NIL	NA
No. of complaints received during the year (Sep 5, 2016 to March 31, 2017)	2045	NA
No. of complaints redressed during the year (Sep 5, 2016 to March 31, 2017)	1982	NA
No. of complaints pending at the end of the year (As of March 31, 2017)	66	NA

B Awards Passed by the Banking Ombudsman

Particulars	March 31, 2017	March 31, 2016
No. of unimplemented Awards at the beginning of the year	NIL	NA
No. of Awards passed by the Banking Ombudsmen during the year	NIL	NA
No. of Awards implemented during the year	NIL	NA
No. of unimplemented Awards at the end of the year	NIL	NA