

Disclosure of Complaints-2017-18

SCHEDULE 18 - Notes forming part of the financial statements for the year ended March 31, 2018 (All amounts in crore of, unless otherwise specified)

A.

a) Customer complaints

Particulars	March 31, 2018	March 31, 2017
No. of complaints pending at the beginning of the year	63	NIL
No. of complaints received during the year	2826	2017
No. of complaints redressed during the year	2808	1954
No. of complaints pending at the end of the year	81	63

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

Particulars	March 31, 2018	March 31, 2017
No. of complaints pending at the beginning of the year	NIL	NIL
No. of complaints received during the year	523	20
No. of complaints redressed during the year	523	20
No. of complaints pending at the end of the year	NIL	NIL

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

Particulars	March 31, 2018	March 31, 2017
No. of complaints pending at the beginning of the year	NIL	NA
No. of complaints received during the year	2210	NA
No. of complaints redressed during the year	2120	NA
No. of complaints pending at the end of the year	NIL	NA

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

Particulars	March 31, 2018	March 31, 2017
No. of complaints pending at the beginning of the year	63	NIL
No. of complaints received during the year	5559	2045
No. of complaints redressed during the year	5541	1982
No. of complaints pending at the end of the year	81	63

B Awards Passed by the Banking Ombudsman

Particulars	March 31, 2018	March 31, 2017
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