



Equitas Small Finance Bank Limited

SCHEDULE 18 - Notes forming part of the financial statements for the year ended March 31, 2025

(All amounts in crore of ₹, unless otherwise specified)

11. Disclosure of Complaints

a. Summary information on complaints received by the Bank from customers and from the office of Ombudsman(OBO)

Complaints received

[Nos]

| S. No | Particulars | As on March 31, 2025 | As on March 31, 2024 |
|---|---|----------------------------|----------------------------|
| 1 | Number of complaints pending at beginning of the year * | 82 | 68 |
| 2 | Number of complaints received during the year | 23,755 | 3,590 |
| 3 | Number of complaints disposed during the year | 22,840 | 3,576 |
| 3.1 | Of which, number of complaints rejected by the bank | 6,251 | 1,548 |
| 4 | Number of complaints pending at the end of the year | 997 | 82 |
| Maintainable complaints received by the bank from Offices of Ombudsman | | | |
| 5 | Number of maintainable complaints received by the bank from Office of Ombudsman | 294 | 294 |
| 5.1 | Of 5, number of complaints resolved in favour of the bank by Office of Ombudsman | 161 | 175 |
| 5.2 | Of 5, number of complaints resolved through conciliation/mediation/advisories issued by Office of Ombudsman | 133 | 119 |
| 5.3 | Of 5, number of complaints resolved after passing of Awards by Office of Ombudsman against the bank | 0 | 0 |
| 6 | Number of Awards unimplemented within the stipulated time (other than those appealed) | 0 | 0 |

Note:

* i. Opening balance for FY2024-25 - 91 (82 customer complaints & 9 OBO complaints)

ii. 576 cases closed in T+1 day (572 customer complaints & 4 OBO complaints)

iii. Table above excludes complaints resolved within T+1 day

iv. 4 OBO complaints received in FY23-24 and closed in FY2024-25 (of the 294 maintainable complaints)

v. Total complaints pending as of 1st Apr'25 - 1,030 (33 OBO complaints 997 customer complaints)

vi. Total complaints for FY2024-25 (complaints received from Customer and OBO (including non-maintainable complaints)) - 25,990

b. Top five grounds of complaints received by the bank from customers

| Grounds of complaints, (i.e. complaints relating to) | Number of complaints pending at the beginning of the year | Number of complaints received during the year * | % increase/decrease in the number of complaints received over the previous year | Number of complaints pending at the end of the year | Of 5, number of complaints pending beyond 30 days |
|--|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 2024-2025 | | | | | |
| Account opening/difficulty in operation of accounts | 6 | 3511 | 660% increase | 86 | |
| Internet/Mobile/Electronic Banking | 11 | 6600 | 1428% increase | 469 | 32 |
| Levy of charges without prior notice/excessive charges/foreclosure charges | 8 | 291 | 66% increase | 5 | |
| Loans and advances | 12 | 1183 | 117% increase | 98 | |
| ATM/Debit Cards | 1 | 5318 | 8209% increase | 167 | |
| Others | 44 | 6852 | 258% increase | 172 | 18 |
| Total | 82 | 23755 | | 997 | 50 |

2023-2024

| | | | | | |
|--|-----------|-------------|---------------|-----------|----------|
| Account opening/difficulty in operation of accounts | 27 | 462 | 58% decrease | 6 | |
| Internet/Mobile/Electronic Banking | 4 | 432 | 6% increase | 11 | |
| Levy of charges without prior notice/excessive charges/foreclosure charges | 0 | 175 | 97% increase | 8 | |
| Loans and advances | 16 | 544 | 29% decrease | 12 | |
| ATM/Debit Cards | 3 | 64 | 64% decrease | 1 | |
| Others | 18 | 1913 | 295% increase | 44 | |
| Total | 68 | 3590 | | 82 | - |

Table above excludes complaints resolved within T+1 day