

Disclosure of Complaints

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

Complaints received by the Bank from its customers

[Nos.]

S. No	Particulars	Year ended March 31, 2024	Year ended March 31, 2023
1	Number of complaints pending at beginning of the year *	68	60
2	Number of complaints received during the year	3,590	2,802
3	Number of complaints disposed during the year	3,576	2,794
3.1	Of which, number of complaints rejected by the Bank	1,548	209
4	Number of complaints pending at the end of the year	82	68
Maintainable complaints received by the Bank from Offices of Ombudsman			
5	Number of maintainable complaints received by the Bank from Office of Ombudsman	294	215
5.1	Of 5, number of complaints resolved in favour of the Bank by Office of Ombudsman	175	107
5.2	Of 5, number of complaints resolved through conciliation/mediation/ advisories issued by Office of Ombudsman	119	105
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 FY 2023-24 - 71 (68 customer complaints & 3 OBO complaints)
- ii. 791 cases closed in T+1 day (777 customer complaints & 14 OBO complaints)
- iii. 14 OBO complaints resolved within T+1 day (6 cases - resolved through conciliation/mediation/advisories issued by BOs & 8 cases - resolved in favour of the Bank by BOs)
- iv. 3 OBO complaints received in FY 2022-23 and closed in FY 2023-24 (of the 308 maintainable complaints)
- v. Total complaints pending as of March 31, 2024 - 91 (9 OBO complaints & 82 customer complaints)
- vi. Total complaints for FY 2023-24 (complaints received from customer and OBO) - 5849

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
2023-24					
Account opening/difficulty in operation of accounts	28	592	46% decrease	6	-
Internet/Mobile/Electronic Banking	4	469	16% increase	11	-
Levy of charges without prior notice/excessive charges/ foreclosure charges	-	179	101% increase	8	-

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
Loans and advances	17	572	26% decrease	12	-
ATM/Debit Cards	3	67	63% decrease	1	-
Others	19	2488	414% increase	44	-
Total	71	4367		82	-

2022-23

Account opening/difficulty in operation of accounts	19	1091	49% increase	28	-
Internet/Mobile/Electronic Banking	14	406	21% decrease	4	-
Levy of charges without prior notice/excessive charges/ foreclosure charges	-	89	79% decrease	-	-
Loans and advances	15	768	78% increase	17	-
ATM/Debit Cards	1	179	16% increase	3	-
Others	11	484	104% increase	19	-
Total	60	3017		71	-

* Total number of customer complaints reported for FY 2023-24 - 4,367 (777 complaints resolved within T+1 day and 3590 resolved >T+1 day)