

## Disclosure of Complaints (01.04.2019 to 31.03.2020)

### A. Customer Complaints (Other than ATM)

	31.03.2020	31.03.2019
a) No. of complaints pending at the beginning of the year	30	25
b) No. of complaints received during the year	4221	445
c) No. of complaints redressed during the year	4117	440
d) No. of complaints pending at the end of the year	134	30

### B. ATM Complaints

	31.03.2020	31.03.2019
a) No. of ATM complaints pending at the beginning of the year	Nil	Nil
b) No. of ATM complaints received during the year	16618	22892
c) No. of ATM complaints redressed during the year	16618	22892
d) No. of ATM complaints pending at the end of the year	Nil	Nil

### C. Awards passed by the Banking Ombudsman

	31.03.2020	31.03.2019
a) No. of unimplemented Awards at the beginning of the year	Nil	Nil
b) No. of Awards passed by the Banking Ombudsmen during the year	1	Nil
c) No. of Awards implemented during the year	1	Nil
d) No. of unimplemented Awards at the end of the year	Nil	Nil