

# COMPLAINT ANALYSIS FOR THE FY 2019 -20

# SUMMARY

## ANALYSIS OF CUSTOMER COMPLAINTS FOR THE FY 2019-20

### **Customer Complaints relating to ATM transaction Disputes**

<b>Particulars</b>	<b>Numbers</b>
No. of Complaints pending at the beginning of the FY 2019-20	1297
No. of Complaints received during the FY 2019-20	66709
No. of Complaints redressed during the FY 2019-20	67906
No. of Complaints pending at the end of FY 2019-20	100

### **Complaints relating to other than ATM transactions**

<b>Particulars</b>	<b>Numbers</b>
No. of Complaints pending at the beginning of the FY 2019-20	57
No. of Complaints received during the FY 2019-20	133540
No. of Complaints redressed during the FY 2019-20	132005
No. of Complaints pending at the end of FY 2019-20	1592

### **Customer Complaints received from Ombudsman Office**

<b>Particulars</b>	<b>Numbers</b>
No. of Complaints pending at the beginning of the FY 2019-20	01
No. of Complaints received during the FY 2019-20	597
No. of Complaints redressed during the FY 2019-20	583
No. of Complaints pending at the end of FY 2019-20	15

**Thank You**