

### Complaints FY 2008-09

**(A) Details of complaints received:**

| Particulars                        | FY 2008-2009 |
|------------------------------------|--------------|
| Loans & Advances                   | 82           |
| Discipline & Attitudes             | 67           |
| Remittances & Collections          | 56           |
| ATMs / Net banking / Insurance etc | 34           |
| Charges                            | 34           |
| Deposits                           | 27           |
| Foreign Exchange Business          | 2            |
| Deliverables                       | 1            |
| <b>Total</b>                       | <b>303</b>   |

**(B) Position relating to Customer Complaints:**

| Particulars   | FY 2008-2009 |
|---|--------------|
| (a) No. of complaints pending at the beginning of the year. | 44           |
| (b) No. of complaints received during the year.             | 303          |
| (c) No. of complaints redressed during the year.            | 287          |
| (d) No. of complaints pending at the end of the year.       | 60           |

**(C) Awards passed by the Banking Ombudsman:**

| Particulars  | FY 2008-2009 |
|--|--------------|
| (a) No. of unimplemented Awards at the being of the year | Nil          |
| (b) No. of awards passed by the B.O during the year      | Nil          |
| (c) No of awards implemented during the year             | Nil          |
| (d) No of unimplemented awards at the end of the year    | Nil          |

**(D) Region wise complaints:**

| Cluster                   | FY 2008-2009 |
|---------------------------|--------------|
| Andhra Pradesh Coastal    | 2            |
| Central                   | 9            |
| Chennai                   | 9            |
| Coimbatore                | 16           |
| Delhi                     | 20           |
| Haryana                   | 17           |
| Hyderabad                 | 6            |
| Jaipur                    | 22           |
| Jharkhand                 | 11           |
| Jodhpur                   | 8            |
| Karnataka                 | 8            |
| Kerala                    | 14           |
| Ludhiana                  | 19           |
| Mumbai                    | 23           |
| North East                | 2            |
| North Gujarat             | 19           |
| Orissa                    | 2            |
| Rest of Maharashtra & Goa | 11           |
| South Gujarat             | 6            |
| Uttar Pradesh             | 16           |
| West Bengal               | 10           |
| Consumer Finance Division | 53           |
| <b>Total</b>              | <b>303</b>   |