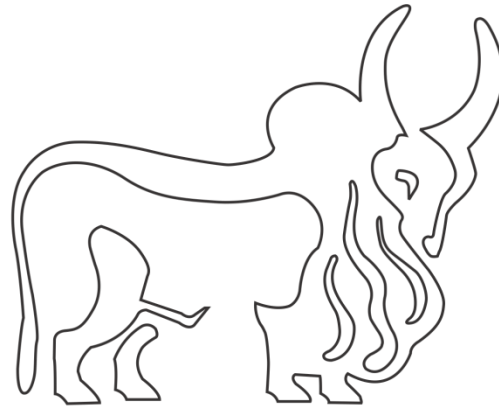
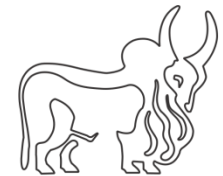
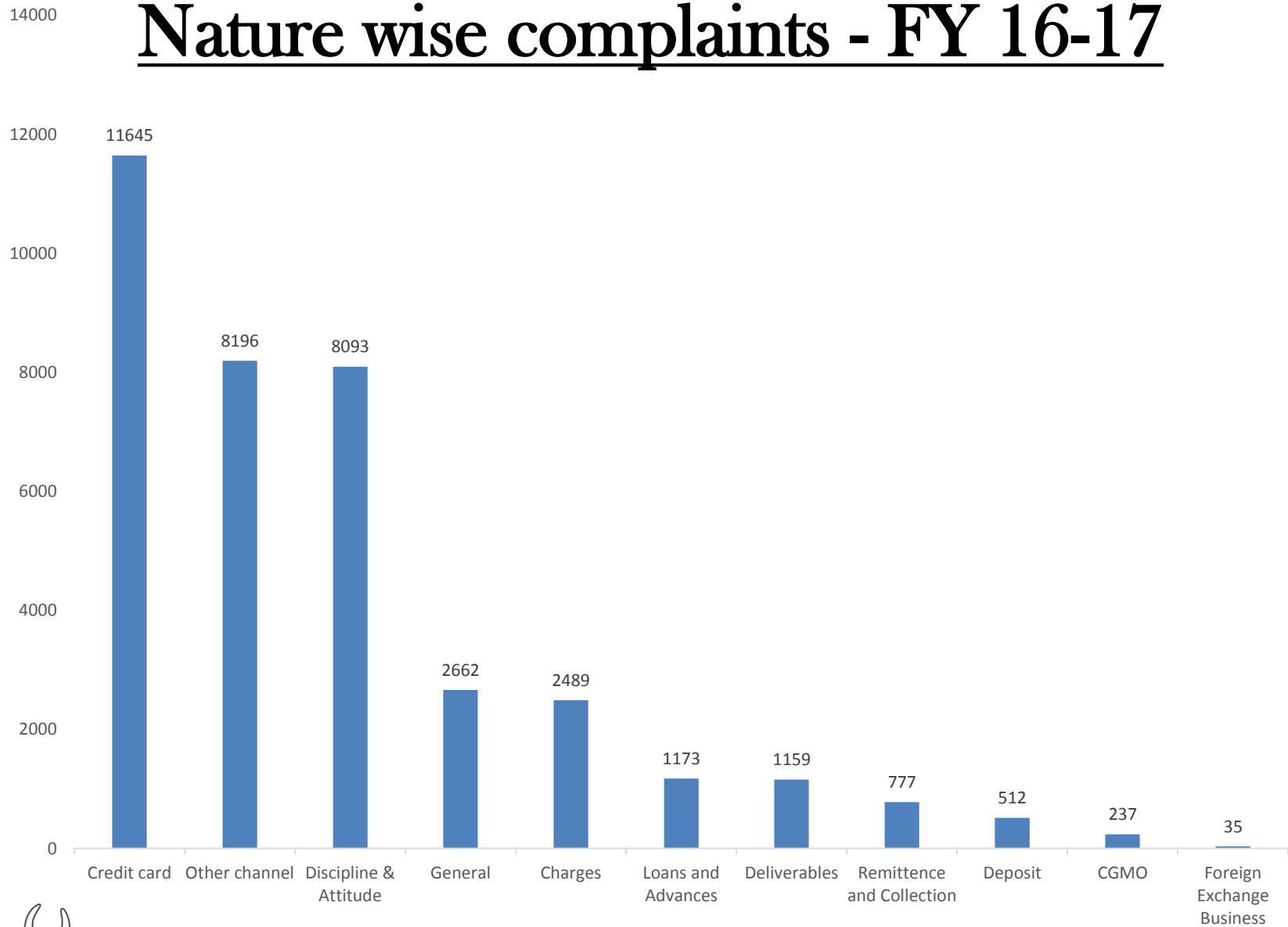


# Complaints Analysis - FY 2016-17

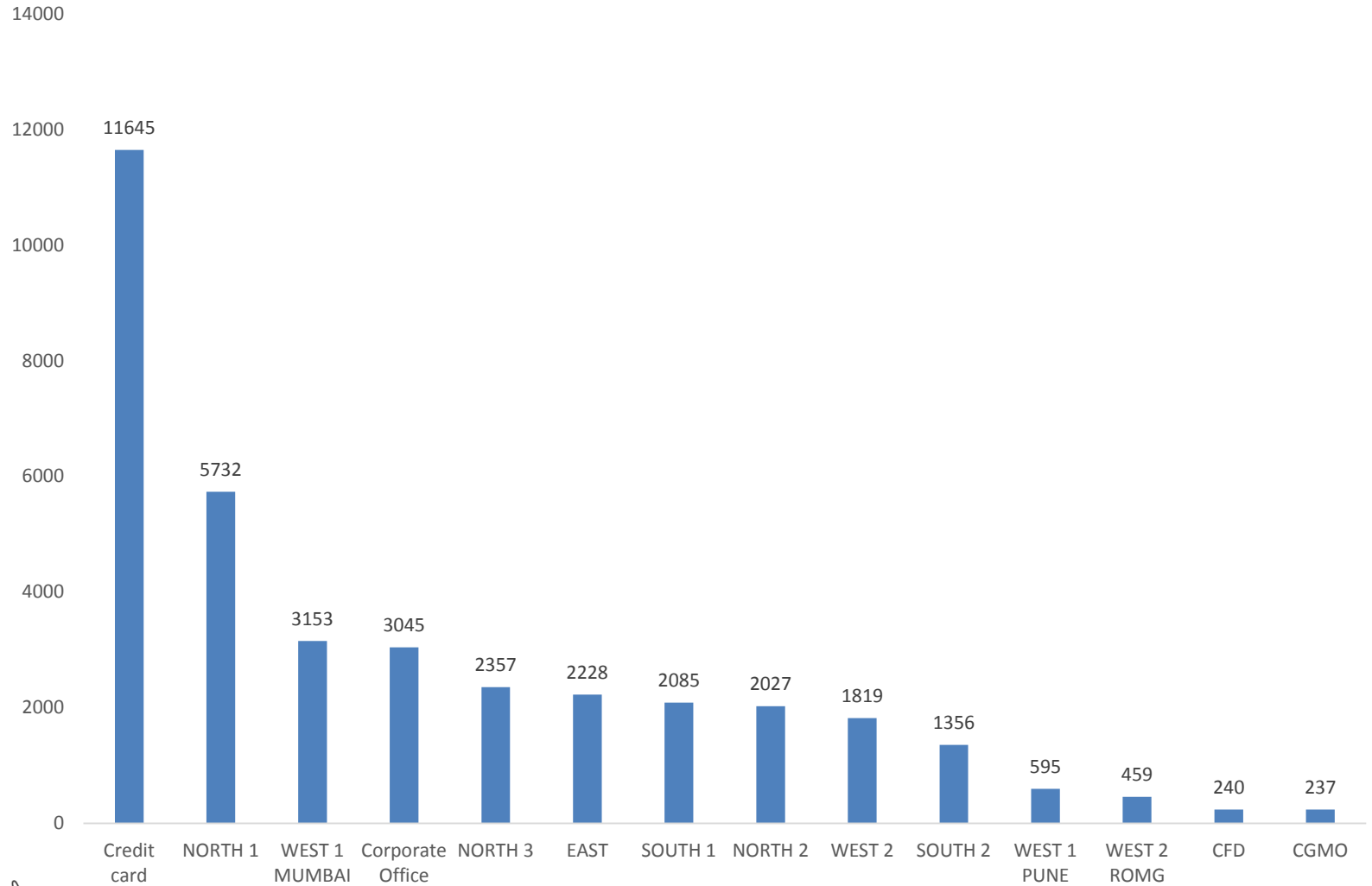


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# Nature wise complaints - FY 16-17



# Zone wise Complaints - FY 16-17



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# Disclosure of Complaints

## Position of Complaints FY wise:

Particulars	FY 2015-16	FY 2016-17
(a) No. of complaints pending at the beginning of the year.	340	455
(b) No. of complaints received during the year.	25467	36978
(c) No. of complaints redressed during the year.	25352	35349
(d) No. of complaints pending at the end of the year.	455	2084

Particulars	FY 2015-16	FY 2016-17
(a) No. of unimplemented Awards at the being of the year	Nil	Nil
(b) No. of awards passed by the B.O during the year	Nil	Nil
(c) No of awards implemented during the year	Nil	Nil
(d) No of unimplemented awards at the end of the year	Nil	Nil



**Thank You**



***IndusInd Bank***