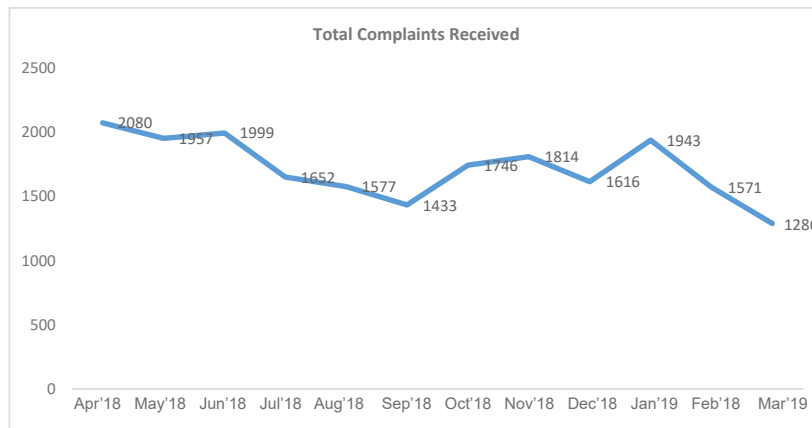


## Complaints Summary

Customer Complaints	
Details	No. of Complaints
No. of Complaints pending at the beginning of the year (as on 01-April-2018)	1026
No. of Complaints received during the year (April-2018 to March-2019)	20673
No. of Complaints redressed during the year (April-2018 to March-2019)	21223
No. of Complaints pending at the end of the year (as on 31-March-2019)	476

Awards passed by Banking Ombudsman	
Details	No. of Awards
No. of unimplemented Awards at the beginning of the year (as on 01-April-2018)	0
No. of Awards passed by the Banking Ombudsman during the year (April-2018 to March-2019)	0
No. of Awards implemented during the year (April-2018 to March-2019)	0
No. of unimplemented Awards at the end of the year (as on 31-March-2019)	0

### Complaints Volume : Month-wise break up



### Top 5 Complaint Categories

