

ANALYSIS OF COMPLAINTS FOR THE FINANCIAL YEAR

2015-2016

The details of complaints received by Standard Chartered Bank during the year are as below:-

Sr. No	Particulars	2015-2016
1	No. of complaints pending at the beginning of the year (pending as at 31 st Mar'2015)	80
2	No. of complaints received during the year	19427
3	No. of complaints redressed during the year	19379
4	No. of complaints pending at the end of the year (including those received on 31 st Mar'2016)	128

Analysis of category wise break up of complaints received during the 2015 - 2016

Sr. No	Complaint Type	Grand Total
1	NON SCB ATM Related Complaints	6292
2	Processing related	3291
3	Request Delivery related	3181