

ANALYSIS OF COMPLAINTS FOR THE FINANCIAL YEAR

2016-2017

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

Sr. No	Particulars	2016-2017
1	No. of complaints pending at the beginning of the year (pending as at 31 st Mar'2016)	128
2	No. of complaints received during the year	20396
3	No. of complaints redressed during the year	20367
4	No. of complaints pending at the end of the year (including those received on 31 st Mar'2017)	157

Analysis of category wise break up of complaints received during the 2016- 2017

Sr. No	Complaint Type	Grand Total
1	NON SCB ATM Related Complaints	8452
2	Processing related	3167
3	Request Delivery related	2524