

ANALYSIS OF COMPLAINTS FOR THE FINANCIAL YEAR
2017-2018

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

Sr. No	Particulars	2017-2018
1	No. of complaints pending at the beginning of the year (pending as at 31 st Mar'2017)	157
2	No. of complaints received during the year	25068
3	No. of complaints redressed during the year	24902
4	No. of complaints pending at the end of the year (including those received on 31 st Mar'2018)	323

Analysis of category wise break up of complaints received during the 2017- 2018

Sr. No	Complaint Type	Grand Total
1	NON SCB ATM Related Complaints	14019
2	Request Delivery related	3666
3	Processing related	3443