

**ANALYSIS OF COMPLAINTS FOR THE FINANCIAL YEAR**

**2014-2015**

The details of complaints received by Retail Clients during the year are as below:-

Sr. No	Particulars	2014-2015
1	No. of complaints pending at the beginning of the year (pending as at 31 <sup>st</sup> Mar'2014)	36
2	No. of complaints received during the year	19979
3	No. of complaints redressed during the year	19935
4	No. of complaints pending at the end of the year (including those received on 31 <sup>st</sup> Mar'2015)	80

Analysis of category wise break up of complaints received during the 2014- 2015

Sr. No	Complaint Type	Grand Total
1	NON SCB ATM Related Complaints	7305
2	Processing Related	2974
3	Service Related	2206
4	Deliverable Related	1658
5	Pricing / Fees and Charges	1382