

Complaints FY 2009-10

(A) Position relating to Customer Complaints:

Particulars	FY 2009-10
(a) No. of complaints pending at the beginning of the year.	60
(b) No. of complaints received during the year.	6846
(c) No. of complaints redressed during the year.	6634
(d) No. of complaints pending at the end of the year.	272

(B) Awards passed by the Banking Ombudsman:

Particulars	FY 2009-10
(a) No. of unimplemented Awards at the being of the year	Nil
(b) No. of awards passed by the B.O during the year	Nil
(c) No of awards implemented during the year	Nil
(d) No of unimplemented awards at the end of the year	Nil