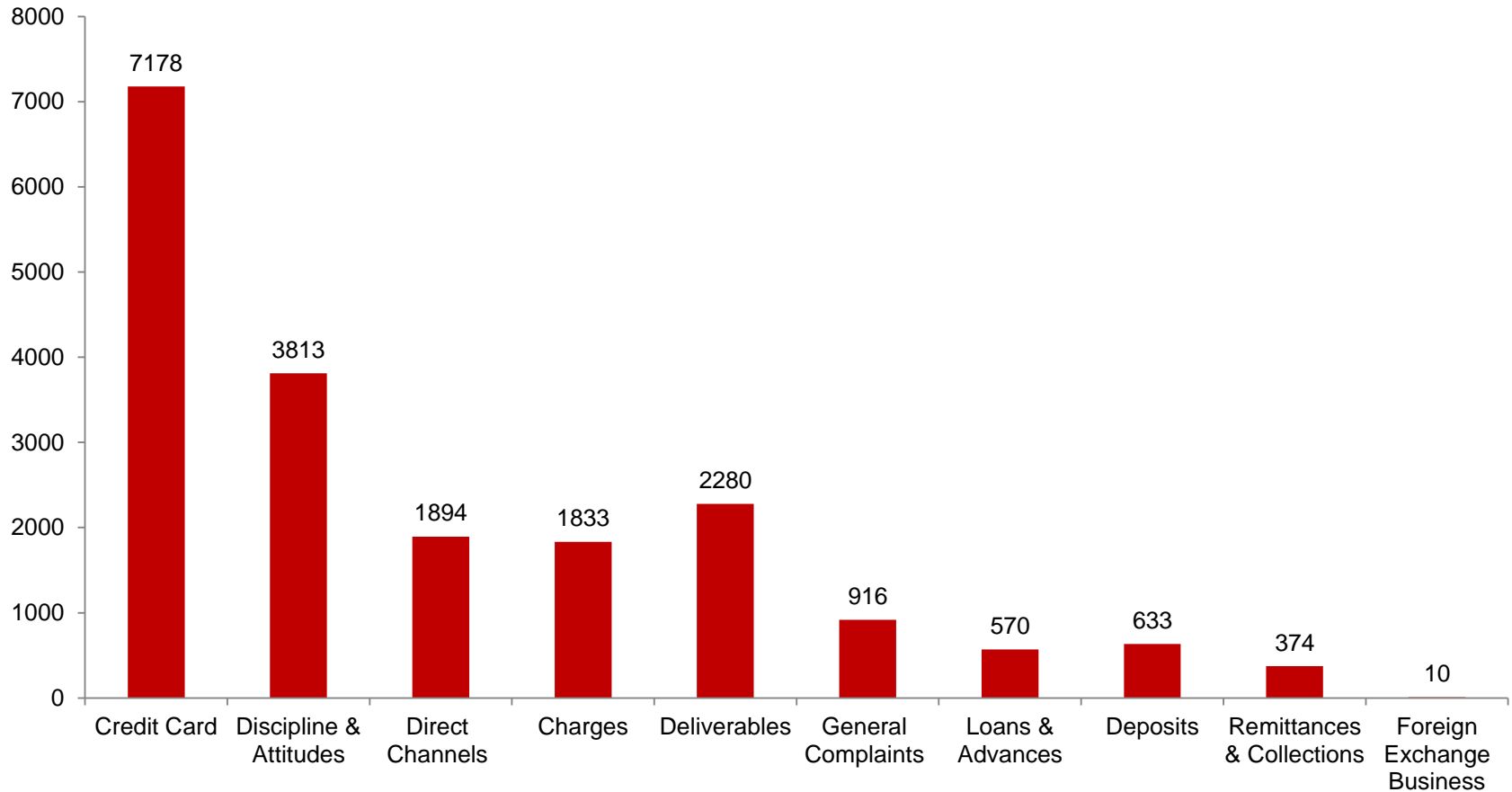


# ***Complaints Analysis***

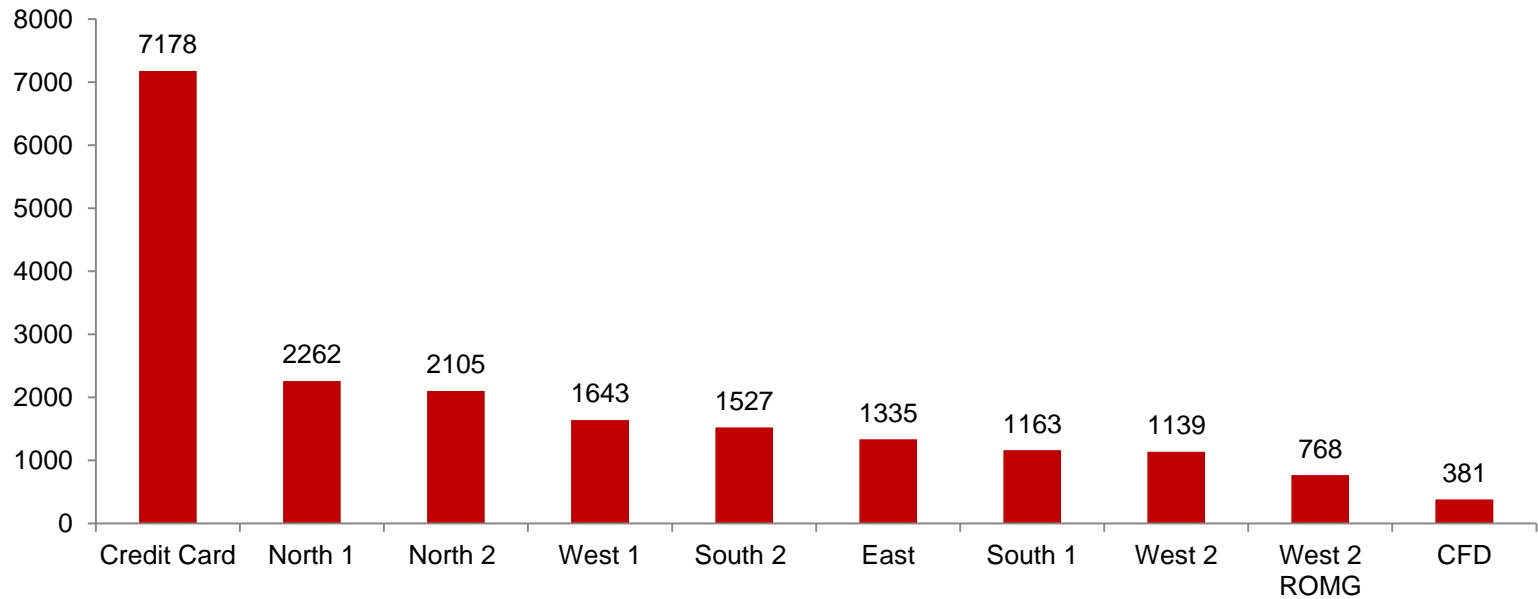
***FY 2013-14***

## ***Nature of Complaints received FY 2013-14***



Notes: RBI defined categories

## ***Zone wise no. of complaints received FY 2013-14***



# Disclosure of Complaints

## Position of Complaints FY wise:

Particulars	FY 2012-13	FY 2013-14
(a) No. of complaints pending at the beginning of the year.	325	377
(b) No. of complaints received during the year.	17093	19501
(c) No. of complaints redressed during the year.	17041	19568
(d) No. of complaints pending at the end of the year.	377	310

Particulars	FY 2012-13	FY 2013-14
(a) No. of unimplemented Awards at the being of the year	Nil	Nil
(b) No. of awards passed by the B.O during the year	1	5
(c) No of awards implemented during the year	1	5
(d) No of unimplemented awards at the end of the year	Nil	Nil

***Thank You***