

CORPORATE OFFICE: THRISSUR

Analysis of Complaints handled during the year 2016-17*		
Sr. No.		No. of Complaints
1	Complaints brought forward from the previous year	2
2	Complaints received during the year	143
3	Total Complaints handled during the year	145
4	Analysis of Reasons	
	(i) Staff misbehaviour	2
	(ii) Delay in Service	80
	(iii) Commissions/ Omissions by Bank	42
	(iv) Levy of charges	8
	(v) Credit sanctions	11
	(vi) Others	Nil
5	Complaints resolved / closed during the year	143
6	Complaints outstanding as on 31.03.17	2

*complaints received at Regional Offices and Corporate Office.