

Analysis of Customer Complaints during the year April 2020 – March 2021

Grounds of complaints, (i.e. complaints relating to)	Number of complaints pending at the beginning of the year	Number of complaints received during the year	Number of complaints resolved during the year	Number of complaints pending at the end of the year
ATM/Debit Cards	59	7546	7565	40
Internet/Mobile/Electronic Banking	13	6494	6496	11
Account opening/difficulty in operation of accounts	3	925	924	4
Loans and advances	10	62	68	4
Others	2	151	151	2
Total	87	15178	15204	61