

## **Disclosure of Complaints (01.04.2014 to 31.03.2015)**

### **A. Customer Complaints (Other than ATM)**

a) No. of complaints pending at the beginning of the year	<b>7</b>
b) No. of complaints received during the year	<b>152</b>
c) No. of complaints redressed during the year	<b>147</b>
d) No. of complaints pending at the end of the year	<b>12</b>

### **B. ATM Complaints**

a) No. of complaints pending at the beginning of the year	<b>Nil</b>
b) No. of complaints received during the year	<b>2075</b>
c) No. of complaints redressed during the year	<b>2075</b>
d) No. of complaints pending at the end of the year	<b>Nil</b>

### **C. Awards passed by the Banking Ombudsman**

a) No. of unimplemented Awards at the beginning of the year	<b>Nil</b>
b) No. of Awards passed by the Banking Ombudsmen during the year	<b>Nil</b>
c) No. of Awards implemented during the year	<b>Nil</b>
d) No. of unimplemented Awards at the end of the year	<b>Nil</b>