

Disclosure of Complaints (01.04.2016 to 31.03.2017)

A. Customer Complaints (Other than ATM)

a)	No. of complaints pending at the beginning of the year	22
b)	No. of complaints received during the year	390
c)	No. of complaints redressed during the year	388
d)	No. of complaints pending at the end of the year	24

B. ATM Complaints

a)	No. of complaints pending at the beginning of the year	Nil
b)	No. of complaints received during the year	4391
c)	No. of complaints redressed during the year	4391
d)	No. of complaints pending at the end of the year	Nil

- i) No of ATM complaints received from CSB branches : 3460
- ii) No of chargeback complaints received through NFS-DMS - 931

C. Awards passed by the Banking Ombudsman

a)	No. of unimplemented Awards at the beginning of the year	Nil
b)	No. of Awards passed by the Banking Ombudsmen 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

Complaint received from	Pending complaints as on 31.03.2016	Complaint received during 01.04.2016 to 31.03.2017	Complaint disposed during 01.04.2016 to 31.03.2017	Pending complaints as on 31.03.2017
Directly to H.O from the Customer	9	233	229	13
From RBI	Nil	12	12	NIL
From Banking Ombudsman	1	25	25	1