

## Disclosure of Complaints (01.04.2017 to 31.03.2018)

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

a)	No. of complaints pending at the beginning of the year	29
b)	No. of complaints received during the year	432
c)	No. of complaints redressed during the year	436
d)	No. of complaints pending at the end of the year	25

### B. ATM Complaints

a)	No. of complaints pending at the beginning of the year	Nil
b)	No. of complaints received during the year	9270
c)	No. of complaints redressed during the year	9270
d)	No. of complaints pending at the end of the year	Nil

- i) **No of ATM complaints received from CSB branches : 8177**
- ii) **No of chargeback complaints received through NFS-DMS - 1093**

### 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 31.03.2017	Complaint received during 01.04.2017 to 31.03.2018	Complaint disposed during 01.04.2017 to 31.03.2018	Pending complaints as on 31.03.2018
Directly to H.O from the Customer	14	250	258	6
From RBI	Nil	18	18	NIL
From Banking Ombudsman	1	27	25	3