

ABC analysis of complaints received during March'21 quarter

SI No.	Categories	Received during quarters		Received during the quarter March'21		
		Mar'21	Dec'20	From customer	From MOF/ DPG/RBI/VIPs	Total
Basket-A						
1	Allegation Misbehavior	43	32	41	2	43
2	Delay in disposal of deceased cases	3	5	2	1	3
3	Delay in handling of Pension related matter	19	10	12	7	19
4	Delay in collection of instruments & fund remittance (DD/IOI/RTGS/NEFT)	27	29	27	0	27
5	Allegation of corruption	26	31	24	2	26
6	Delay in transfer of account from one branch to another branch	5	1	5	0	5
Total of Basket-A		123	108	111	12	123
Basket-B						
7	Dispute regarding application/charging of interest (credit & deposit)	14	19	13	1	14
8	Dispute regarding application of service charges (credit & deposit)	6	23	5	1	6
9	Credit related matters (Sanction, Disbursement, Recovery, etc)	131	139	83	48	131
10	Loss/ Misplacements of Instrument/ security/ Title Deed	0	0	0	0	0
Total of Basket-B		151	181	101	50	151
Basket-C						
11	Inadequate infrastructure/ sitting arrangement, ambience etc.	0	0	0	0	0
12	Premises related disputes	0	0	0	0	0
13	Delay in issuance of duplicate DD/BC	0	0	0	0	0
14	ATM related	1571	1991	1441	130	1571
15	Internet Banking related	195	159	187	8	195
16	Mobile Banking related	29	52	26	3	29
17	Bank's Employees related	26	21	26	0	26
18	TDS deduction/Issue of form 26AS	6	9	6	0	6
19	Passbook related	2	2	2	0	2
20	AADHAAR linkage	0	0	0	0	0
21	Cheque related	18	7	18	0	18
22	UPI related	104	150	97	7	104
23	AEPS related	29	42	29	0	29
24	Miscellaneous issues	545	496	468	77	545
25	Customer Service Related	79	64	69	10	79
26	Cash Department	0	0	0	0	0
Total of Basket-C		2604	2993	2369	235	2604
Total of all Baskets		2878	3282	2581	297	2878

Awards Passed by Banking Ombudsman during the Quarter: NIL