

ABC analysis of complaints received during Sep'22 quarter

Sr. No.	Categories	Received during quarters		Received during the quarter Sep'22		
		June'22	Sep'22	From customer	From MOF/ DPG/RBI/ VIPs	Total
Basket-A						
1	Allegation of Misbehavior	30	35	34	1	35
2	Delay in disposal of deceased case	21	14	12	2	14
3	Delay in handling of Pension related matter	36	10	7	3	10
4	Delay in collection of instruments & fund remittance (DD/ RTGS/NEFT)	33	22	18	4	22
5	Allegation of corruption	7	4	4	0	4
6	Delay in Closing/transfer of account from one branch to another branch	11	21	17	4	21
Total of Basket-A		138	106	92	14	106
Basket-B						
7	Dispute regarding application/charging of interest (credit & deposit)	24	17	12	5	17
8	Dispute regarding application of service charges (credit & deposit)	121	292	279	13	292
9	Credit related matters (Sanction, Disbursement, Recovery, etc)	192	148	122	26	148
10	Loss/ Misplacements of Instrument/ security/ Title Deed	0	2	2	0	2
Total of Basket-B		337	459	415	44	459
Basket-C						
11	Inadequate infrastructure/ sitting arrangement, ambience etc.	1	0	0	0	0
12	Premises related disputes	2	1	1	0	1
13	Delay in issuance of duplicate DD/BC	0	0	0	0	0
14	ATM related	1830	1701	1667	34	1701
15	Internet Banking related	165	207	205	2	207
16	Mobile Banking related	276	194	193	1	194
17	Bank's Employees related	17	39	39	0	39
18	TDS deduction/Issue of form 26AS	16	21	21	0	21
19	Passbook related	7	3	3	0	3
20	AADHAAR linkage	3	6	6	0	6
21	Cheque related	26	40	38	2	40
22	UPI related	268	289	281	8	289
23	AEPS related	92	124	121	3	124
24	Miscellaneous issues	217	359	345	14	359
25	Customer Service Related	166	167	164	3	167
26	Cash Department	0	0	0	0	0
Total of Basket-C		3086	3151	3084	67	3151
Total of all Baskets		3561	3716	3591	125	3716

Awards Passed by RBI-Ombudsman during the Quarter: NIL