

**ABC analysis of complaints received during Sep'23 quarter**

Sr. No.	Categories	Received during quarters		Received during the quarter		
		June'23	Sep'23	From customer	From MOF/DPG/RBI/VIPs	Total
<b>Basket-A</b>						
1	Allegation of Misbehavior	36	29	28	1	29
2	Delay in disposal of deceased case	6	9	8	1	9
3	Delay in handling of Pension related matter	21	46	20	26	46
4	Delay in collection of instruments & fund remittance (DD/ RTGS/NEFT etc.)	35	31	24	7	31
5	Allegation of corruption	3	9	7	2	9
6	Delay in Closing/transfer of account from one branch to another branch	16	25	24	1	25
<b>Total of Basket-A</b>		<b>117</b>	<b>149</b>	<b>111</b>	<b>38</b>	<b>149</b>
<b>Basket-B</b>						
7	Dispute regarding application/charging of interest (credit & deposit)	24	33	29	4	33
8	Dispute regarding application of service charges (credit & deposit)	94	193	172	21	193
9	Credit related matters (Sanction, Disbursement, Recovery, etc.)	134	251	185	66	251
10	Loss/ Misplacements of Instrument/ security/ Title Deed	0	0	0	0	0
<b>Total of Basket-B</b>		<b>252</b>	<b>477</b>	<b>386</b>	<b>91</b>	<b>477</b>
<b>Basket-C</b>						
11	Inadequate infrastructure/ sitting arrangement, ambience etc.	1	1	0	1	1
12	Premises related disputes	0	0	0	0	0
13	Delay in issuance of duplicate DD/BC	1	0	0	0	0
14	ATM related	1704	979	946	33	979
15	Internet Banking related	174	152	147	5	152
16	Mobile Banking related	337	300	298	2	300
17	Bank's Employees related	13	9	5	4	9
18	TDS deduction/Issue of form 26AS	11	22	16	6	22
19	Passbook related	7	2	2	0	2
20	AADHAAR linkage	2	10	5	5	10
21	Cheque related	24	41	33	8	41
22	UPI related	361	436	418	18	436
23	AEPS related	141	248	239	9	248
24	Miscellaneous issues	177	181	124	57	181
25	Customer Service Related	147	198	179	19	198
26	Against Outsourced employees or outsourced services	1	1	1	0	1
<b>Total of Basket-C</b>		<b>3101</b>	<b>2580</b>	<b>2413</b>	<b>167</b>	<b>2580</b>
<b>Total of all Baskets</b>		<b>3470</b>	<b>3206</b>	<b>2910</b>	<b>296</b>	<b>3206</b>

**Awards Passed by RBI-Ombudsman during the Quarter: NIL**