

ABC analysis of complaints received during Dec'23 quarter

Sr. No.	Categories	Received during quarters		Received during the quarter		
		Sep'23	Dec'23	Dec'23		Total
				From customer	From MOF/DPG/RBI/VIPs	
Basket-A						
1	Allegation of Misbehavior	29	41	40	1	41
2	Delay in disposal of deceased case	9	16	13	3	16
3	Delay in handling of Pension related matter	46	48	30	18	48
4	Delay in collection of instruments & fund remittance (DD/ RTGS/NEFT etc.)	31	300	288	12	300
5	Allegation of corruption	9	3	3	0	3
6	Delay in Closing/transfer of account from one branch to another branch	25	70	65	5	70
Total of Basket-A		149	478	439	39	478
Basket-B						
7	Dispute regarding application/charging of interest (credit & deposit)	33	67	61	6	67
8	Dispute regarding application of service charges (credit & deposit)	193	233	210	23	233
9	Credit related matters (Sanction, Disbursement, Recovery, etc.)	251	227	171	56	227
10	Loss/ Misplacements of Instrument/ security/ Title Deed	0	0	0	0	0
Total of Basket-B		477	527	442	85	527
Basket-C						
11	Inadequate infrastructure/ sitting arrangement, ambience etc.	1	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	979	1030	1000	30	1030
15	Internet Banking related	152	116	112	4	116
16	Mobile Banking related	300	382	381	1	382
17	Bank's Employees related	9	7	7	0	7
18	TDS deduction/Issue of form 26AS	22	19	15	4	19
19	Passbook related	2	17	17	0	17
20	AADHAAR linkage	10	8	7	1	8
21	Cheque related	41	41	34	7	41
22	UPI related	436	552	536	16	552
23	AEPS related	248	273	267	6	273
24	Miscellaneous issues	181	221	155	66	221
25	Customer Service Related	198	303	277	26	303
26	Against Outsourced employees or outsourced services	1	5	5	0	5
Total of Basket-C		2580	2974	2813	161	2974
Total of all Baskets		3206	3979	3694	285	3979

Awards Passed by RBI-Ombudsman during the Quarter: NIL