

ABC analysis of complaints received during Sep'21 quarter

Sr. No.	Categories	Received during quarters		Received during the quarter		
		June'21	Sep'21	Sep'21		Total
				From customer	From MOF/ DPG/RBI/ VIPs	
Basket-A						
1	Allegation of Misbehavior	41	28	27	1	28
2	Delay in disposal of deceased case	2	24	15	9	24
3	Delay in handling of Pension related matter	26	20	6	14	20
4	Delay in collection of instruments & fund remittance (DD/ RTGS/NEFT)	46	40	33	7	40
5	Allegation of corruption	14	6	3	3	6
6	Delay in Closing/transfer of account from one branch to another branch	10	18	15	3	18
Total of Basket-A		139	136	99	37	136
Basket-B						
7	Dispute regarding application/charging of interest (credit & deposit)	23	22	15	7	22
8	Dispute regarding application of service charges (credit & deposit)	26	42	36	6	42
9	Credit related matters (Sanction, Disbursement, Recovery, etc)	183	201	123	78	201
10	Loss/ Misplacements of Instrument/ security/ Title Deed	0	0	0	0	0
Total of Basket-B		232	265	174	91	265
Basket-C						
11	Inadequate infrastructure/ sitting arrangement, ambience etc.	0	1	0	1	1
12	Premises related disputes	3	3	2	1	3
13	Delay in issuance of duplicate DD/BC	0	0	0	0	0
14	ATM related	2759	3178	3103	75	3178
15	Internet Banking related	285	895	871	24	895
16	Mobile Banking related	108	134	127	7	134
17	Bank's Employees related	6	18	3	15	18
18	TDS deduction/Issue of form 26AS	9	19	18	1	19
19	Passbook related	8	12	12	0	12
20	AADHAAR linkage	2	5	5	0	5
21	Cheque related	10	18	15	3	18
22	UPI related	662	1848	1843	5	1848
23	AEPS related	106	174	172	2	174
24	Miscellaneous issues	156	190	121	69	190
25	Customer Service Related	153	496	485	11	496
26	Cash Department	0	0	0	0	0
Total of Basket-C		4267	6991	6777	214	6991
Total of all Baskets		4638	7392	7050	342	7392

Awards Passed by Banking Ombudsman during the Quarter: NIL