

ABC analysis of complaints received during Dec'21 quarter

Sr. No.	Categories	Received during quarters		Received during the quarter		
		Sep'21	Dec'21	Dec'21		Total
				From customer	From MOF/DPG/RBI/VIPs	
Basket-A						
1	Allegation of Misbehavior	28	22	21	1	22
2	Delay in disposal of deceased case	24	15	13	2	15
3	Delay in handling of Pension related matter	20	25	21	4	25
4	Delay in collection of instruments & fund remittance (DD/ CHQ/RTGS/NEFT)	40	46	38	8	46
5	Allegation of corruption	6	3	3	0	3
6	Delay in Closing/transfer of account from one branch to another branch	18	7	7	0	7
Total of Basket-A		136	118	103	15	118
Basket-B						
7	Dispute regarding application/charging of interest (credit & deposit)	22	14	10	4	14
8	Dispute regarding application of service charges (credit & deposit)	42	32	28	4	32
9	Credit related matters (Sanction, Disbursement, Recovery, etc)	201	168	142	26	168
10	Loss/ Misplacements of Instrument/ security/ Title Deed	0	2	0	2	2
Total of Basket-B		265	216	180	36	216
Basket-C						
11	Inadequate infrastructure/ sitting arrangement, ambience etc.	1	0	0	0	0
12	Premises related disputes	3	1	1	0	1
13	Delay in issuance of duplicate DD/BC	0	0	0	0	0
14	ATM related	3178	2942	2901	41	2942
15	Internet Banking related	895	363	360	3	363
16	Mobile Banking related	134	68	64	4	68
17	Bank's Employees related	18	22	18	4	22
18	TDS deduction/Issue of form 26AS	19	16	13	3	16
19	Passbook related	12	6	6	0	6
20	AADHAAR linkage	5	4	4	0	4
21	Cheque related	18	10	10	0	10
22	UPI related	1848	4226	4218	8	4226
23	AEPS related	174	218	218	0	218
24	Miscellaneous issues	190	137	115	22	137
25	Customer Service Related	496	340	325	15	340
26	Cash Department	0	0	0	0	0
Total of Basket-C		6991	8353	8253	100	8353
Total of all Baskets		7392	8687	8536	151	8687

Awards Passed by RBI-Ombudsman during the Quarter: NIL