

ANALYSIS OF COMPLAINTS

2019-20

Summary of Complaints 2019-20

Complaints received & redressed	FY 2019-20
No. of complaints pending at the beginning of the year	541
No. of complaints received during the year	52,184
No. of complaints redressed during the year	52,538
No. of complaints pending at the end of the year	187



Banking Ombudsman Complaints Summary 2019-20

BO Awards	FY 2019-20
No. of awards at the beginning of the year	NIL
No. of awards passed during the year	NIL
No. of awards pending at the end of the year	NIL



Top 5 Areas of Complaints 2019-20

Area of Complaint	Contribution%
ATM Disputes	86%
POS Transaction Disputes	5%
IMPS Transaction Disputes	3%
UPI Transaction Disputes	2%
Delay In Services	2%

