

# STATE BANK OF INDIA

AUDITED DISC 14

## DISCLOSURE OF COMPLAINTS

AUDITED DISC 14 FOR THE YEAR ENDED 31.03.2017

<b>DISCLOSURE OF COMPLAINTS</b>		
<b>A</b>	<b>CUSTOMER COMPLAINTS</b>	<b>TOTAL</b>
a)	No. of Complaints pending at the beginning of the year	<b>15335</b>
b)	No. of Complaints received during the year	<b>1468471</b>
c)	No. of Complaints redressed during the year	<b>1437524</b>
d)	No. of Complaints pending at the end of the year	<b>46282</b>
	<b>AWARDS PASSED BY THE BANKING OMBUDSMAN</b>	
a)	No. of unimplemented Awards at the beginning of the year	<b>0</b>
b)	No. of Awards passed by Banking Ombudsman during the year	<b>42</b>
c)	No. of Awards implemented during the year	<b>39</b>
d)	No. of unimplemented Awards at the end of the year	<b>3</b>

DEPUTY GENERAL MANAGER (CUSTOMER SERVICE)

Place: Mumbai