

# STATE BANK OF INDIA

## AUDITED DISC 14

### DISCLOSURE OF COMPLAINTS

(Domestic plus IBG)

AUDITED DISC 14 FOR THE YEAR ENDED 31.03.2019

DISCLOSURE OF COMPLAINTS		
A	CUSTOMER COMPLAINTS	TOTAL
a)	No. of Complaints pending at the beginning of the year	79259
b)	No. of Complaints received during the year	4221491
c)	No. of Complaints redressed during the year	4161721
d)	No. of Complaints pending at the end of the year	139029
B	AWARDS PASSED BY THE BANKING OMBUDSMAN	
a)	No. of unimplemented Awards at the beginning of the year	8
b)	No. of Awards passed by Banking Ombudsman during the year	19
c)	No. of Awards implemented during the year	22
d)	No. of unimplemented Awards at the end of the year	5

DEPUTY GENERAL MANAGER (CUSTOMER SERVICE)

Place: Mumbai