AUDITED DISC - 14

DISCLOSURE OF COMPLAINTS
CONSOLIDATED DISC -14 FOR THE FY 2014 -15 (AUDITED)

		AHMEDABAD	BANGALORE	BHOPAL	BHUBANESWAR	CHANDIGARH	CHENNAI	DELHI	HYDERABAD	KERALA	KOLKATA	LUCKNOW	MUMBAI	GUWAHATI	PATNA	CAG CENTRAL	IBG	MCG	SAMG	GITC	Total
A	**Customer Complaints**																				
a.	**No. of complaints at the beginning of the year**	**455**	**317**	**480**	**104**	**156**	**277**	**1010**	**794**	**77**	**675**	**769**	**653**	**308**	**706**	**2**	**12**	**1**	**0**	**14617**	**21413**
b.	**No. of complaints received during the year**	**25097**	**24815**	**38338**	**2719**	**20789**	**14093**	**61945**	**36999**	**7081**	**36771**	**57444**	**44720**	**12288**	**56256**	**13**	**308**	**126**	**54**	**1194186**	**1634042**
c.	**No. of complaints redressed during the year**	**25452**	**24461**	**38559**	**2815**	**20810**	**14215**	**62402**	**37221**	**7111**	**37078**	**57639**	**44571**	**12528**	**56348**	**10**	**280**	**78**	**49**	**1182932**	**1624559**
d.	**No. of complaints pending at the end of the year**	**100**	**671**	**259**	**8**	**135**	**155**	**553**	**572**	**47**	**368**	**574**	**802**	**68**	**614**	**5**	**40**	**49**	**5**	**25871**	**30896**
B	**Awards passed by the Banking Ombudsman**																				
a.	**No. of unimplemented Awards at the beginning of the year**	**0**	**0**	**0**		**0**	**0**	**3**	**5**	**0**	**0**		**1**	**0**	**0**	0	0	**0**	**0**	**0**	**9**
b.	**No. of Awards passed by the Banking Ombudsman during the year**	**0**	**1**	**0**	**0**	**1**	**0**	**0**	**0**	**0**	**16**	**4**	**13**	**0**	**0**	0	4	**0**	**0**	**0**	**39**
c.	**No. of Awards implemented during the year**	**0**	**1**	**0**	**0**	**1**	**0**	**2**	**5**	**0**	**16**	**3**	**1**	**0**	**0**	0	4	**0**	**0**	**0**	**33**
d.	**No. of unimplemented Awards at the end of the year**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**1**	**13**	**0**	**0**	0	0	**0**	**0**	**0**	**15**