

STATE BANK OF INDIA
DETAILS OF DISC 14
DISCLOSURE OF COMPLAINTS

CUSTOMER SERVICE DEPARTMENT, CONSOLIDATED DISC -14 FOR THE FY 2014-15

	AHMEDA BAD	BANGAL ORE	BHOPAL	BHUBAN ESWAR	CHANDI GARH	CHENN AI	DELHI	HYDERA BAD	KERALA	KOLK ATA	LUCKN OW	MUMBAI	GUWA HATI	PATNA	SECURI TY SERVIC ES BRANC H	GLABA L MARKE TS	LEASIN G SBU (MUMB AI)	CAG CENTR AL	CAP Mkt.	IBG	MCG	SAMG	ACCO UNTS DEPT	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	0	0	0	2	0	12	1	0	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	0	0	0	13	0	308	126	54	0	1194186	1634042
c.	No. of complaints redressed during the year																								
	25452	24461	38559	2815	20810	14215	62402	37221	7111	37078	57639	44571	12528	56348	0	0	0	10	0	280	78	49	0	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	0	0	0	5	0	40	49	5	0	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	0	3	5	0	0	1	0	0	0	0	0	0	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	0	0	0	0	4	0	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	0	0	0	0	4	0	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	0	0	0	0	0	15

15.05.2015



[Signature]
DEPUTY GENERAL MANAGER
CUSTOMER SERVICE DEPARTMENT
CORPORATE CENTER, MUMBAI