

AUDITED DISC-14

STATE BANK OF INDIA

DISCLOSURE OF COMPLAINTS

CONSOLIDATED DISC-14 FOR THE FY 2015-16 (AUDIED)

	AHMED ABAD	BANGAL ORE	BHOPAL	BHUBA NESHW AR	CHANDI GARH	CHENN AI	DELHI	HYDER ABAD	KERAL A	KOLKA TA	LUCKNO W	MUM BAI	GUWA HATI	PATNA	CAG CENTR AL	IBG	MCG	SAMG	GITC	TOTAL	
A Customer Complaints																					
a No. Of Complaints at the beginning of the year	100	671	259	8	135	155	553	572	47	368	574	802	68	614	5	40	49	5	25871	30896	
b No. Of complaints received during the year	12608	20307	13810	1012	6079	8408	23293	25071	6911	22948	23189	30331	2791	33922	17	743	61	33	990716	1222250	
c No. Of Complaints redressed during the year	12705	20947	14068	1017	6181	8536	23757	25630	6937	23259	23741	31074	2855	34367	19	759	110	33	1001816	1237811	
d No. Of Complaints pending at the end of the year	3	31	1	3	33	27	89	13	21	57	22	59	4	169	3	24	0	5	14771	15335	
B Awards passed by the Banking Ombudsman																					
a No. Of unimplemented Awards at the beginning of the year	0	0	0	0	0	0	1	0	0	0	1	13	0	0	0	0	0	0	0	0	15
b No. Of Awards passed by the Banking Ombudsman during the year	2	0	0	0	0	0	0	0	0	0	0	2	0	0	0	12	0	0	0	0	16
c No. Of Awards implemented during the year	2	0	0	0	0	0	1	0	0	0	1	15	0	0	0	12	0	0	0	0	31
d No. Of unimplemented Awards at the end of the year	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

30.04.2016

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

