

ABC analysis of complaints received during June'21 quarter

Sr. No.	Categories	Received during quarters		Received during the quarter		
				June'21		
		Mar'21	June'21	From customer	From MOF/ DPG/RBI/VIPs	Total
Basket-A						
1	Allegation Misbehavior	43	41	37	4	41
2	Delay in disposal of decreased cases	3	2	2	0	2
3	Delay in handling of Pension related matter	19	26	13	13	26
4	Delay in collection of instruments & fund remittance (DD/ RTGS/NEFT)	27	46	40	6	46
5	Allegation of corruption	26	14	9	5	14
6	Delay in transfer/Closing of account from one branch to another branch	5	10	9	1	10
Total of Basket-A		123	139	110	29	139
Basket-B						
7	Dispute regarding application/charging of interest (credit & deposit)	14	23	17	6	23
8	Dispute regarding application of service charges (credit & deposit)	6	26	23	3	26
9	Credit related matters (Sanction, Disbursement, Recovery, etc)	131	183	105	78	183
10	Loss/ Misplacements of Instrument/ security/ Title Deed	0	0	0	0	0
Total of Basket-B		151	232	145	87	232
Basket-C						
11	Inadequate infrastructure/ sitting arrangement, ambience etc.	0	0	0	0	0
12	Premises related disputes	0	3	3	0	3
13	Delay in issuance of duplicate DD/BC	0	0	0	0	0
14	ATM related	1571	2759	2726	33	2759
15	Internet Banking related	195	285	279	6	285
16	Mobile Banking related	29	108	98	10	108
17	Bank's Employees related	26	6	2	4	6
18	TDS deduction/Issue of form 26AS	6	9	5	4	9
19	Passbook related	2	8	5	3	8
20	AADHAAR linkage	0	2	2	0	2
21	Cheque related	18	10	6	4	10
22	UPI related	104	662	652	10	662
23	AEPS related	29	106	104	2	106
24	Miscellaneous issues	545	156	106	50	156
25	Customer Service Related	79	153	130	23	153
26	Cash Department	0	0	0	0	0
Total of Basket-C		2604	4267	4118	149	4267
Total of all Baskets		2878	4638	4373	265	4638

Awards Passed by Banking Ombudsman during the Quarter: NIL