

ABC analysis of complaints received during Mar'24 quarter

Sr. No.	Categories	Received during quarters		Received during the quarter		
		Dec'23	Mar'24	Mar'24		Total
				From customer	From MOF/DPG/RBI/VIPs	
Basket-A						
1	Allegation of Misbehavior	41	54	52	2	54
2	Delay in disposal of deceased case	16	19	17	2	19
3	Delay in handling of Pension related matter	48	35	16	19	35
4	Delay in collection of instruments & fund remittance (DD/ RTGS/NEFT etc.)	300	86	80	6	86
5	Allegation of corruption	3	3	3	0	3
6	Delay in Closing/transfer of account from one branch to another branch	70	138	133	5	138
Total of Basket-A		478	335	301	34	335
Basket-B						
7	Dispute regarding application/charging of interest (credit & deposit)	67	52	47	5	52
8	Dispute regarding application of service charges (credit & deposit)	233	238	212	26	238
9	Credit related matters (Sanction, Disbursement, Recovery, etc.)	227	238	190	48	238
10	Loss/ Misplacements of Instrument/ security/ Title Deed	0	0	0	0	0
Total of Basket-B		527	528	449	79	528
Basket-C						
11	Inadequate infrastructure/ sitting arrangement, ambience etc.	0	0	0	0	0
12	Premises related disputes	0	2	2	0	2
13	Delay in issuance of duplicate DD/BC	0	0	0	0	0
14	ATM related	1030	898	868	30	898
15	Internet Banking related	116	166	162	4	166
16	Mobile Banking related	382	315	313	2	315
17	Bank's Employees related	7	4	1	3	4
18	TDS deduction/Issue of form 26AS	19	24	21	3	24
19	Passbook related	17	9	9	0	9
20	AADHAAR linkage	8	15	12	3	15
21	Cheque related	41	46	42	4	46
22	UPI related	552	679	660	19	679
23	AEPS related	273	95	93	2	95
24	Miscellaneous issues	221	432	354	78	432
25	Customer Service Related	303	148	141	7	148
26	Against Outsourced employees or outsourced services	5	3	3	0	3
Total of Basket-C		2974	2836	2681	155	2836
Total of all Baskets		3979	3699	3431	268	3699

Awards Passed by RBI-Ombudsman during the Quarter: NIL