

**ABC analysis of complaints received during Jun'24 quarter**

Sr. No.	Categories	Received during quarters		Received during the quarter		
				Jun'24		
		Mar'24	Jun'24	From customer	From MOF/DPG/RBI etc.	Total
<b>Basket-A</b>						
1	Allegation of Misbehaviour	54	70	70	0	70
2	Delay in disposal of deceased case	19	22	15	7	22
3	Delay in handling of Pension related matter	35	35	13	22	35
4	Delay in fund remittance (RTGS/NEFT/ECS/Forex etc.)	86	95	91	4	95
5	Allegation of corruption	3	5	3	2	5
6	Delay in Closing/transfer of account from one branch to another branch	138	150	143	7	150
<b>Total of Basket-A</b>		<b>335</b>	<b>377</b>	<b>335</b>	<b>42</b>	<b>377</b>
<b>Basket-B</b>						
7	Dispute regarding application/charging of interest (credit & deposit)	52	112	102	10	112
8	Dispute regarding application of service charges (credit & deposit)	238	259	234	25	259
9	Credit related matters (Sanction, Disbursement, Recovery, etc.)	238	361	301	60	361
10	Loss/ Misplacements of Instrument/ security/ Title Deed	0	1	1	0	1
<b>Total of Basket-B</b>		<b>528</b>	<b>733</b>	<b>638</b>	<b>95</b>	<b>733</b>
<b>Basket-C</b>						0
11	Inadequate infrastructure/ sitting arrangement, ambience etc.	0	3	3	0	3
12	Premises related disputes	2	0	0	0	0
13	Delay in issuance of duplicate DD/BC	0	0	0	0	0
14	ATM/Debit Card related	898	1132	1114	18	1132
15	Internet Banking related	166	115	112	3	115
16	Mobile Banking related	315	206	202	4	206
17	Mis-selling/Cross selling	1	6	3	3	6
18	TDS deduction/Issue of form 26AS	24	50	40	10	50
19	Passbook related	9	19	19	0	19
20	AADHAAR linkage	15	14	13	1	14
21	Cheque related	46	45	41	4	45
22	UPI related	679	825	798	27	825
23	AEPS related	95	106	102	4	106
24	Miscellaneous issues	435	381	330	51	381
25	Customer Service Related	148	186	173	13	186
26	Against Outsourced employees or outsourced services	3	6	6	0	6
<b>Total of Basket-C</b>		<b>2836</b>	<b>3094</b>	<b>2956</b>	<b>138</b>	<b>3094</b>
<b>Total of all Baskets</b>		<b>3699</b>	<b>4204</b>	<b>3929</b>	<b>275</b>	<b>4204</b>

**Awards Passed by RBI-Ombudsman during the Quarter: NIL**