

Statement of Number of Customer Complaints received and its disposal during the year 2017-2018

Customer Complaints		
(a)	No. of complaints pending at the beginning of the year	0
(b)	No. of complaints received during the year	23
(c)	No. of complaints redressed during the year	23
(d)	No. of complaints pending at the end of the year	0

Details of Awards passed by the Banking Ombudsman as on 31st March 2018

Awards passed by the Banking Ombudsman		
(a)	No. of unimplemented Awards at the beginning of the year	0
(b)	No. of Awards passed by the Banking Ombudsmen during the year	0
(c)	No. of Awards implemented during the year	0
(d)	No. of unimplemented Awards at the end of the year	0