

**Statement of Number of Customer Complaints received and its disposal  
during the year 2019-2020**

<b>Customer Complaints</b>		
(a)	No. of complaints pending at the beginning of the year	0
(b)	No. of complaints received during the year	11
(c)	No. of complaints redressed during the year	10
(d)	No. of complaints pending at the end of the year	1

**Details of Awards passed by the Banking Ombudsman as on 31<sup>st</sup> March 2020**

<b>Awards passed by the Banking Ombudsman</b>		
(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