Customer Complaints FY 2025-26

Statement of Complaints for FY 2025-26

Sr. No	Particulars	Previous year	Current year
	Complaints received by the bank from its customers		
1	Number of complaints pending at beginning of the year	1	0
2	Number of complaints received during the year	1	0
3	Number of complaints disposed during the year	2	0
3.1	Of which, number of complaints rejected by the bank	0	0
4	Number of complaints pending at the end of the year	0	0
	Maintainable complaints received by the bank from OBOs		
5	Number of maintainable complaints received by the bank from OBOs	0	0
5.1.	Of 5, number of complaints resolved in favour of the bank by BOs	0	0
5.2	Of 5, number of complaints resolved through conciliation/mediation/advisories issued by BOs	0	0
5.3	Of 5, number of complaints resolved after passing of Awards by BOs against the bank	0	0
6	Number of Awards unimplemented within the stipulated time (other than those appealed)	0	0

Statement of Complaints for FY 2025-26

Top five grounds of complaints received by the bank from customers					
Grounds of complaints, (i.e. complaints relating to)	**Number of complaints pending at the beginning of the year**	**Number of complaints received during the year**	**% increase/ decrease in the number of complaints received over the previous year**	**Number of complaints pending at the end of the year**	**Of 5, number of complaints pending beyond 30 days**
1	**2**	**3**	**4**	**5**	**6**
Current Year					
Cheques/drafts/bills	0	0	0	0	0
Credit Cards	0	0	0	0	0
Internet/Mobile/Electronic Banking	0	0	100% decrease	0	0
Levy of charges without prior notice/excessive charges/foreclosure charges	0	0	0	0	0
Others	0	0	0	0	0
Total	**0**	**0**	**100% decrease**	**0**	**0**