



बैंक ऑफ महाराष्ट्र
Bank of Maharashtra
भारत सरकार का उद्यम
एक परिवार एक बैंक

विपणन तथा प्रचार विभाग

Marketing & Publicity Department

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Details of Customer complaints dealt with, by Bank during the F.Y.2015-16 as under

Sr. No.	Particulars	Total
1-	No. of complaints pending at the beginning of the year	2
2-	No. of Complaints received during the year	3218
3-	No. of Complaints redressed during the year	3147
4-	No. of the Complaints Pending at the end of the year	73

Nature wise Complaints received during the F.Y. 2015-16

Type of complaints		Grand Total
A	Delay in collection of instruments	124
B	Delay in remittances and issue of duplicate drafts etc	23
C	Pension payments	118
D	Delay in settlement of deceased claim	32
E	Indifferent attitude of staff	380
F	SDV lockers (hike in rates and insisting of security deposits)	19
G	Deposit accounts (delay in making cash payment and updating of pass books, dishonor of cheques, delay in transfer of accounts)	333
H	Service charges	287
I	Lending operations (credit refusal, about interest charging, issue of no dues certificate, creating charge on properties)	445
J	Dr./Cr. Card	603
K	Miscellaneous (Jan Dhan Yojana, DBT Subsidy/ Adhar Card, taxes etc)	827
L	Acceptance of Coins, Soiled Note etc	27
TOTAL		3218