

 <p>बैंक ऑफ महाराष्ट्र Bank of Maharashtra भारत सरकार का उद्यम एक परिवार एक बैंक</p>	Marketing & Publicity Dept. 1501, Shivaji Nagar, Lokmangal Head Office, Pune
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Details of Customer complaints dealt with, by Bank during the F.Y.2016-17 as under:

Sr. No.	Particulars	Total
1-	No. of complaints pending at the beginning of the year	73
2-	No. of Complaints received during the year	2912
3-	No. of Complaints redressed during the year	2931
4-	No. of the Complaints Pending at the end of the year	54

Nature wise Complaints received during the F.Y. 2016-17

Type of complaints		Grand Total
A	Delay in collection of instruments	52
B	Delay in remittances and issue of duplicate drafts etc	12
C	Pension payments	46
D	Delay in settlement of deceased claim	3
E	Indifferent attitude of staff	88
F	SDV lockers (hike in rates and insisting of security deposits)	2
G	Deposit accounts (delay in making cash payment and updating of pass books, dishonor of cheques, delay in transfer of accounts)	121
H	Service charges	89
I	Lending operations (credit refusal, about interest charging, issue of no dues certificate, creating charge on properties)	107
J	Dr./Cr. Card	88

K	Miscellaneous (Jan Dhan Yojana, DBT Subsidy/ Adhar Card, taxes etc)	84
L	Acceptance of Coins, Soiled Note etc	2
TOTAL		694