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|  <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 | 158 |
| B | Delay in remittances and issue of duplicate drafts etc | 32 |
| C | Pension payments | 146 |
| D | Delay in settlement of deceased claim | 24 |
| E | Indifferent attitude of staff | 337 |
| 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) | 502 |
| H | Service charges | 349 |
| I | Lending operations (credit refusal, about interest charging, issue of no dues certificate, creating charge on properties) | 441 |
| J | Dr./Cr. Card | 334 |
| K | Miscellaneous (Jan Dhan Yojana, DBT Subsidy/ Adhar Card, taxes etc) | 399 |
| L | Acceptance of Coins, Soiled Note etc | 36 |
| M | Govt. Business / Taxes | 42 |
| N | ATM Out of order | 33 |

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|--------------|-----------------------|-------------|
| O | Infrastructure | 41 |
| P | Connectivity | 19 |
| TOTAL | | 2912 |