

Addendum to Annual Report for F.Y. 2020-21 (Schedule 18 Notes to Accounts):

Top five ground of complaints received by the bank from customer.

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|---|---|---|---|---|--|
| 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 2020-21 | | | | | |
| 1-ATM/Debit Cards | 199 | 1600 | -55 | 6 | 0 |
| 2- Internet/Mobile/Electronic Bkg | 59 | 1195 | -58 | 12 | 0 |
| 3- Account opening /difficulty in operation of account | 14 | 553 | -51 | 1 | 0 |
| 4- Loans and Advances | 6 | 223 | -68 | 0 | 0 |
| 5. Pension and facilities for senior citizens/differently abled | 0 | 64 | -28 | 0 | 0 |
| Others | 18 | 125 | -69 | 0 | 0 |
| Total | 296 | 3760 | | 19 | 0 |
| Previous year 2019-20 | | | | | |
| 1- ATM/Debit Cards | 19 | 3820 | +31 | 199 | 35 |
| 2- Internet/Mobile/Electronic Bkg | 53 | 2580 | -24 | 59 | 12 |
| 3- Account opening /difficulty in operation of account | 30 | 1151 | +23 | 14 | 0 |
| 4- Loans and Advances | 20 | 696 | +54 | 6 | 0 |
| 5- Pension and facilities for senior citizens/differently abled | 0 | 89 | +78 | 0 | 0 |
| Others | 23 | 404 | +16 | 18 | 0 |
| Total | 145 | 8740 | | 296 | 47 |