

STATE BANK OF INDIA

AUDITED DISC 14

DISCLOSURE OF COMPLAINTS

(Domestic plus IBG)

AUDITED DISC 14 FOR THE YEAR ENDED 31.03.2020

DISCLOSURE OF COMPLAINTS		
A	CUSTOMER COMPLAINTS	TOTAL
a)	No. of Complaints pending at the beginning of the year	139029
b)	No. of Complaints received during the year	3808400
c)	No. of Complaints redressed during the year	3771372
d)	No. of Complaints pending at the end of the year	176057
B	AWARDS PASSED BY THE BANKING OMBUDSMAN	
a)	No. of unimplemented Awards at the beginning of the year	5
b)	No. of Awards passed by Banking Ombudsman during the year	15
c)	No. of Awards implemented during the year	16
d)	No. of unimplemented Awards at the end of the year	4

DEPUTY GENERAL MANAGER (CUSTOMER SERVICE)

Place: Mumbai