

STATE BANK OF INDIA

CUSTOMER SERVICE DEPARTMENT

DISC 14

FOR THE YEAR ENDED 31.03.2017

| | | |
|----|---|---------|
| | Disclosure of complaints | |
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| | A Customer Complaints | |
| | | |
| a) | No. of complaints pending at the beginning of the year | 15335 |
| b) | No. of complaints received during the year | 1468471 |
| c) | No. of complaints redressed during the year | 1437524 |
| d) | No. of complaints pending at the end of the year | 46282 |
| | | |
| | B Awards passed by the Banking Ombudsman | |
| | | |
| a) | No. of unimplemented Awards at the beginning of the year | 0 |
| b) | No. of Awards passed by Banking Ombudsman during the year | 42 |
| c) | No. of Awards implemented during the year | 39 |
| d) | No. of unimplemented Awards at the end of the year | 3 |
| | | |



Deputy General Manager (Customer service)

Place : Mumbai

Date : 12.05.2017

