

Disclosure of complaints received during Jun'25 quarter

Sr. No.	Categories	Received during quarters		Received during the quarter		
		Mar'25	Jun'25	Jun'25		Total
				From customer	From MOF/ DPG/RBI etc.	
Basket-A						
1	Allegation of Misbehaviour	29	15	11	4	15
2	Deceased case related	29	18	13	5	18
3	Pension related matter	47	48	19	29	48
4	Fund remittance (RTGS/NEFT/ECS/Forex etc.)	60	53	48	5	53
5	Allegation of corruption	9	7	5	2	7
6	Delay in Closing/transfer of account from one branch to another branch	33	47	42	5	47
Total of Basket-A		207	188	138	50	188
Basket-B						
7	Dispute regarding application/charging of interest (credit & deposit)	31	33	24	9	33
8	Dispute regarding application of service charges (credit & deposit)	273	283	251	32	283
9	Credit related matters (Sanction, Disbursement, Recovery, etc.)	273	296	246	50	296
10	Loss/ Misplacements of Instrument/ security/ Title Deed	1	0	0	0	0
Total of Basket-B		578	612	521	91	612
Basket-C						
11	Inadequate infrastructure/ sitting arrangement, ambience etc.	0	1	1	0	1
12	Premises related disputes	0	0	0	0	0
13	Delay in issuance of duplicate DD/BC	0	0	0	0	0
14	ATM/Debit Card related	993	1046	1021	25	1046
15	PSB UnIC/IMPS/BBPS Related	302	206	202	4	206
16	Mis-selling/Cross selling	3	0	0	0	0
17	TDS deduction/Issue of form 26AS	21	22	14	8	22
18	Passbook related	5	8	8	0	8
19	AADHAAR linkage	21	21	21	0	21
20	Cheque related	23	40	38	2	40
21	UPI related	1333	1118	1082	36	1118
22	AEPS related	142	150	148	2	150
23	Miscellaneous issues	458	404	324	80	404
24	Customer Service Related	226	184	166	18	184
25	Against Outsourced employees or outsourced services	2	4	4	0	4
Total of Basket-C		3529	3204	3029	175	3204
Total of all Baskets		4314	4004	3688	316	4004

Awards Passed by RBI-Ombudsman during the Quarter: NIL