

Disclosure of complaints received during Sep'25 quarter

Sr. No.	Categories	Customers' Complaints (Including INGRAM & CPGRAMS)		RBI- Ombudsman Complaints		Total received
		Q. Jun'25	Q. Sep'25	Q. Jun'25	Q. Sep'25	
1	ATM/CDM/Debit Cards	1032	1420	14	14	1434
2	UPI related	1093	961	25	18	979
3	Charges related	259	484	24	30	514
4	Account opening/difficulty in operation of accounts	119	470	12	30	500
5	Loans and advances	269	314	27	35	349
6	PSB UnIC/IMPS/BBPS	202	269	4	19	288
7	Customer Service Related	174	260	10	4	264
8	Government/RBI/other regulatory schemes/services	0	147	0	8	155
9	AEPS related	150	105	0	2	107
10	Pension related	46	79	2	3	82
11	Fund remittance (RTGS/NEFT/ECS/Forex etc.)	49	69	4	6	75
12	Cheques/drafts/bills	39	56	1	6	62
13	Staff behaviour	15	27	0	0	27
14	Locker Related	0	16	0	1	17
15	Deceased case related	15	13	3	0	13
16	Facilities for customers visiting the branch/adherence to prescribed working hours by the branch, etc	1	11	0	0	11
17	Against outsourced employees/services & third party products	4	9	0	0	9
18	Bank Guarantees/Letter of Credit and documentary credits	0	5	0	0	5
19	Mis-selling/Para-banking/Cross-selling	0	2	0	0	2
20	Facilities for senior citizens/differently abled	0	1	0	0	1
21	Issuance/Exchange of Notes & Coins	0	1	0	0	1
22	Miscellaneous issues	381	180	30	38	218
	Total	3848	4899	156	214	5113

Awards Passed by RBI-Ombudsman during the Quarter: NIL