

STATE BANK OF INDIA

AUDITED DISC 14

DISCLOSURE OF COMPLAINTS

AUDITED DISC 14 FOR THE YEAR ENDED 31.03.2016

DISCLOSURE OF COMPLAINTS		
A	CUSTOMER COMPLAINTS	TOTAL
a)	No. of Complaints pending at the beginning of the year	30896
b)	No. of Complaints received during the year	1222250
c)	No. of Complaints redressed during the year	1237811
d)	No. of Complaints pending at the end of the year	15335
	AWARDS PASSED BY THE BANKING OMBUDSMAN	
a)	No. of unimplemented Awards at the beginning of the year	15
b)	No. of Awards passed by Banking Ombudsman during the year	16
c)	No. of Awards implemented during the year	31
d)	No. of unimplemented Awards at the end of the year	0

DEPUTY GENERAL MANAGER (CUSTOMER SERVICE)

Place: Mumbai