

<b>Analysis of Complaints handled during the year 2008-09</b>		
Sr		No of Complaints
No		
1	Complaints brought forward from the previous year	4
2	Complaints received during the year	32
3	Total Complaints handled during the year	36
4	Analysis of Reasons	
	(A) No of Customer Complaints received	32
	of which relating to:	
	(i) Staff misbehaviour	2
	(ii) Delay in Service	7
	(iii) Commissions/ Omissions by Bank	9
	(iv) Levy of charges	4
	(v) Credit sanctions	7
	(vi) Others	1
	(B) Non-Customer Complaints	2
5	Complaints resolved / closed during the year	35
6	Complaints outstanding as on 31.03.09	1