

Dhanlaxmi Bank Ltd, Corporate Office, Thrissur -1

Analysis of Complaints handled during the year 2010-11		
Sr. No.		No of Complaints
1	Complaints brought forward from the previous year	12
2	Complaints received during the year	246
3	Total Complaints handled during the year	258
4	Analysis of Reasons	
	(i) Staff misbehaviour	6
	(ii) Delay in Service	59
	(iii) Commissions/ Omissions by Bank	47
	(iv) Levy of charges	49
	(v) Credit sanctions	23
	(vi) Others	62
5	Complaints resolved / closed during the year	247
6	Complaints outstanding as on 31.03.11	11