



CORPORATE OFFICE: THRISSUR

Analysis of Complaints handled during the year 2017-18*		
Sr. No.		No. of Complaints
1	Complaints brought forward from the previous year	2
2	Complaints received during the year	79
3	Total Complaints handled during the year	81
4	Analysis of Reasons	
	(i) Staff MIS Behaviour	2
	(ii) Delay in Service	35
	(iii) Commissions/ Omissions by Bank	30
	(iv) Levy of charges	10
	(v) Credit sanctions	2
	(vi) Others	Nil
5	Complaints resolved / closed during the year	80
6	Complaints outstanding as on 31.03.18	1

*complaints received at Regional Offices and Corporate Office.