

A.NATURE -WISE COMPLAINTS RECEIVED DURING YEAR 2010-11

S.No.	Particulars	Number of Complaints
1.	Difficulties experienced in transacting bills business (including collection of instruments)	169
2.	Delay in remittance/transfer of funds.	130
3.	Delay in furnishing of statement of a/cs. and delay in completion of pass book.	71
4.	Difficulties experienced in issuance of duplicate drafts.	07
5a	Difficulties experienced in opening of accounts.	87
5b	Difficulties experienced in operation of accounts.	110
6.	Delay in transfer of accounts	53
7.	Non reconciliation of accounts.	110
8.	Delay in payment of FDRs/STDRs & Drafts	51
9.	Non compliance of standing instructions.	20
10.	Excess bank charges and less payment of interest.	208
11.	Delay in settlement of claims including payment of balance in deceased accounts.	32
12.	Difficulties experienced in cash Deptt.	68
13	Delay in sanctioning of loans.	207
14.	Misbehaviour of staff.	03
15.	MISCELLANEOUS	-
	A. Indifferent attitude of staff.	142
	B. Complaints of alleged corruption.	12
	C. Complaints of alleged fraud.	13
	D. Complaints regarding punctuality of staff	04
	E. Complaint of alleged misuse of official powers	-
16.	Pension	213
17.	ATM, Core Banking, Computer etc.	1461
18.	Others*	1220
	Total	4391

*This includes complaints regarding Bank Guarantee, Waiver of loans and Locker rent, etc.

B. Unimplemented award passed by the Banking Ombudsman during the year 2010-11- NIL