

Disclosure of complaints received during Jun'26 quarter

Sr. No.	Categories	Customers' Complaints (Including INGRAM & CPGRAMS)		RBI- Ombudsman Complaints		Total received	
		Qtr. Mar'26	Qtr. Jun'26	Qtr. Mar'26	Qtr. Jun'26	Qtr. Mar'26	Qtr. Jun'26
1	ATM/CDM/Debit Cards	1352	2475	12	10	1364	2485
2	UPI related	1587	2154	25	35	1612	2189
3	Account opening/difficulty in operation of accounts	485	838	21	33	506	871
4	Loans and advances	325	540	23	49	348	589
5	Charges related	454	521	20	18	474	539
6	Government/RBI/other regulatory schemes/services	155	474	11	10	166	484
7	PSB UnIC related	329	262	2	2	331	264
8	Customer Service Related	605	248	1	5	606	253
9	Staff behavior	131	104	1	0	132	104
10	AEPS related	142	99	2	0	144	99
11	NEFT/RTGS related	46	77	3	7	49	84
12	Cheques/drafts/bills	97	63	4	4	101	67
13	IMPS related	35	57	5	5	40	62
14	Pension related	73	39	5	3	78	42
15	Deceased case related	26	34	3	1	29	35
16	Foreign remittance related	10	32	1	1	11	33
17	ECS/NACH related	31	31	0	0	31	31
18	Mis-selling/Para-banking/Cross-selling	9	19	1	1	10	20
19	Locker Related	23	14	1	2	24	16
20	Issuance/Exchange of Notes & Coins	3	12	0	0	3	12
21	Facilities for customers visiting the branch/ adherence to prescribed working hours by the branch, etc.	10	11	0	0	10	11
22	Bank Guarantees/Letter of Credit and documentary credits	5	3	2	1	7	4
23	BBPS related	7	4	0	0	7	4
24	Against outsourced employees/ services & third-party products	4	3	0	0	4	3
25	Facilities for senior citizens/differently-abled	2	3	0	0	2	3
26	Miscellaneous issues	297	425	13	13	310	438
	Total	6243	8542	156	200	6399	8742

Awards Passed by RBI-Ombudsman during the Quarter: NIL