

Disclosure of complaints received during Mar'26 quarter

Sr. No.	Categories	Customers' Complaints (Including INGRAM & CPGRAMS)		RBI- Ombudsman Complaints		Total received	
		Qtr. Dec'25	Qtr. Mar'26	Qtr. Dec'25	Qtr. Mar'26	Qtr. Dec'25	Qtr. Mar'26
1	UPI related	1347	1587	34	25	1381	1612
2	ATM/CDM/Debit Cards	1519	1352	16	12	1535	1364
3	Customer Service Related	541	605	3	1	544	606
4	Account opening/difficulty in operation of accounts	311	485	26	21	337	506
5	Charges related	397	454	35	20	432	474
6	Loans and advances	288	325	26	23	314	348
7	PSB UnIC related	209	329	2	2	211	331
8	Government/RBI/other regulatory schemes/services	137	155	6	11	143	166
9	AEPS related	199	142	1	2	200	144
10	Staff behaviour	135	131	0	1	135	132
11	Cheques/drafts/bills	586	97	2	4	588	101
12	Pension related	50	73	1	5	51	78
13	NEFT/RTGS related	53	46	11	3	64	49
14	IMPS related	56	35	2	5	58	40
15	ECS/NACH related	19	31	0	0	19	31
16	Deceased case related	13	26	1	3	14	29
17	Locker Related	17	23	1	1	18	24
18	Foreign remittance related	9	10	1	1	10	11
19	Facilities for customers visiting the branch/adherence to prescribed working hours by the branch, etc.	12	10	0	0	12	10
20	Mis-selling/Para-banking/Cross-selling	7	9	2	1	9	10
21	Bank Guarantees/Letter of Credit and documentary credits	4	5	1	2	5	7
22	BBPS related	4	7	0	0	4	7
23	Against outsourced employees/services & third party products	2	4	0	0	2	4
24	Issuance/Exchange of Notes & Coins	3	3	0	0	3	3
25	Facilities for senior citizens/differently abled	1	2	0	0	1	2
26	Miscellaneous issues	308	297	11	13	319	310
	Total	6227	6243	182	156	6409	6399

Awards Passed by RBI-Ombudsman during the Quarter: NIL