



Analysis and Disclosure of Customer Complaints

FY 2023-2024

Customer complaints and awards 2023– 24

2023-24		
Customer Complaints - FY 2023-24	Total	India Bank
No. of complaints pending at the beginning of the year	0	0
No. of complaints received during the year	5	5
No. of complaints redressed during the year	5	5
No. of complaints pending at the end of the year	0	0

BO Awards - FY 2023-24	Total	India Bank
No. of unimplemented Awards at the beginning of the year	0	0
No. of Award passed by the Banking Ombudsmen received during the year	0	0
No. of Awards implemented during the year	0	0
No. of unimplemented Awards at the end of the year	0	0

Complaints received 2023–24

Month	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Total
India Bank	0	0	0	1	0	1	1	0	0	0	1	1	5
Total	0	0	0	1	0	1	1	0	0	0	1	1	5

