



# Analysis and Disclosure of Customer Complaints

FY 2022-2023

## Customer complaints and awards 2022– 23

<b>2022-23</b>		
<b>Customer Complaints - FY 2022-23</b>	<b>Total</b>	<b>India Bank</b>
No. of complaints pending at the beginning of the year	<b>0</b>	<b>0</b>
No. of complaints received during the year	<b>4</b>	<b>4</b>
No. of complaints redressed during the year	<b>4</b>	<b>4</b>
No. of complaints pending at the end of the year	<b>0</b>	<b>0</b>

  

<b>BO Awards - FY 2022-23</b>	<b>Total</b>	<b>India Bank</b>
No. of unimplemented Awards at the beginning of the year	<b>0</b>	<b>0</b>
No. of Award passed by the Banking Ombudsmen received during the year	<b>0</b>	<b>0</b>
No. of Awards implemented during the year	<b>0</b>	<b>0</b>
No. of unimplemented Awards at the end of the year	<b>0</b>	<b>0</b>

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# Complaints received 2022–23

Month	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Total
India Bank	0	1	0	1	0	0	0	0	1	1	0	0	4
Total	0	1	0	1	0	0	0	0	1	1	0	0	4

