

## ANALYSIS OF COMPLAINTS FOR THE FINANCIAL YEAR

2013-2014

The details of complaints received by Retail Clients during the year are as below:-

Sr. No	Particulars	2013-2014
1	No. of complaints pending at the beginning of the year (pending as at 31 <sup>st</sup> Mar'2013)	433
2	No. of complaints received during the year	20905
3	No. of complaints redressed during the year	21302
4	No. of complaints pending at the end of the year (including those received on 31st Mar'2014)	36

Analysis of category wise break up of complaints received during the 2013- 2014

Sr. No	Complaint Type	Grand Total
1	Non-SCB ATM Related Dispute - CASA, CC and Foreign Location ATM related dispute	4746
2	Product / Programme Design	4045
3	Fulfilment & Maintenance	3083
4	Staff Service Quality	2387
5	Payment Related	1222
6	Pricing Fees and Charges	1124
7	Channel Functionality	1076
8	Bank Representative/ Service Provider complaints	991
9	Credit & Operational Risk Policy	501
10	Channel Accessibility	386
11	Potential Inappropriate Sales	385
12	Customer Communication	290
13	Collections Related	227
14	Applications Related	220
15	General Sales & Marketing & Promotions	97
16	Staff Sales Quality	83
17	Problem Handling	42
	<b>Grand Total</b>	<b>20905</b>