

Disclosure of Complaints for the year 2009-2010

i) Customer Complaints:

01	No. of complaints pending at the beginning of the year	25
02	No. of complaints received during the year	2962
03	No. of complaints redressed during the year	2986
04	No. of complaints pending at the end of the year	01

ii) Awards passed by the Banking Ombudsman:

01	No. of unimplemented Awards at the beginning of the year	01*
02	No. of Awards passed by the Banking Ombudsman during the year	33
03	No. of Awards implemented during the year	34
04	No. of unimplemented Awards at the end of the year	0

\*the matter was pending in the Court.