

CUSTOMER SERVICE SECTION, SP&D WING, HO

SUMMARY INFORMATION ON COMPLAINTS RECEIVED BY THE BANK FROM CUSTOMERS AND FROM OBOS-

Sl no	Particulars	Previous Year (01.04.2019 to 31.03.2020)	Current Year (01.04.2020 to 31.03.2021)
Complaints received by the Bank from its Customers			
1	Number of Complaints pending at the beginning of the year	1742	3580
2	Number of complaints received during the Year	53110	101944
3	Number of complaints disposed during the Year	53127	103060
3.1	Of which , number of complaints rejected by the bank	0	0
4	Number of complaints pending at the end of the year	1725	2464
Maintainable complaints received by the Bank from OBOS			
5	Number of maintainable complaints received by the bank from OBOS	4104	8033
5.1	Of 5, number of complaints resolved in favour of the bank by BOs	3812	8845*
5.2	Of 5, number of complaints resolved through conciliation/mediation/advisories issued by BOs	288	440
5.3	Of 5, Number of complaints resolved after passing of Awards by BOs against the Bank	4	0
6	Number of Awards unimplemented within the stipulated time(other than those appealed)	0	0

Note: Previous Year Statistics contains only relating to Canara Bankk (Pre merger) and accordingly not comparable.



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K. A. NAIK
DIVISIONAL MANAGER

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