

## **Statement of customer complaints and awards passed by the Banking Ombudsman**

### **A. Customer Complaints:**

<b>a.</b>	<b>No. of complaints pending at the beginning of the year.</b>	<b>92</b>
<b>b.</b>	<b>No. of complaints received during the year</b>	<b>2265</b>
<b>c.</b>	<b>No. of complaints redressed during the year</b>	<b>2270</b>
<b>d.</b>	<b>No. of complaints pending at the end of the year</b>	<b>87</b>

### **B. Awards passed by the Banking Ombudsman:**

<b>a.</b>	<b>No. of unimplemented Awards at the beginning of the year</b>	<b>2</b>
<b>b.</b>	<b>No. of Awards passed by the Banking Ombudsmen during the year</b>	<b>Nil</b>
<b>c.</b>	<b>No. of Awards implemented during the year</b>	<b>1</b>
<b>d.</b>	<b>No. of unimplemented Awards at the end of the year</b>	<b>1</b>