

# Customer Complaints Analysis FY 2017-18



# Complaints Summary 2017-18

S.No.	Complaints received and redressed	Numbers
1	*No. of complaints pending at the beginning of the year	0
2	No. of complaints received during the year	7682
3	No. of complaints redressed during the year	7470
4	No. of complaints pending at the end of the year	212

**\* No. of complaints pending at the beginning of the year is Zero because Paytm Payments Bank was launched on May 2017**

## BO Complaints Trend 2017-18

S.No.	BO Awards	Numbers
1	No. of Awards at the beginning of the year	NIL
2	No. of Awards passed during the year	NIL
3	No. of Awards pending at the end of the year	NIL
	<b>Total</b>	<b>NIL</b>

# Top 5 Areas of Complaints 2017-18

S.No.	Area of Complaint	Contribution
1	Beneficiary did not receive the amount	30%
2	KYC Request for upgradation	15%
3	Not able to use Debit Card/Fastag Card/Wallet	5%
4	Refund or Chargeback related issues	3%
5	Login issue in Paytm App	1%
	<b>Total</b>	<b>54%</b>

**Beneficiary did not receive money having highest contribution are mainly due to**

- **Deemed UPI/IMPS transactions**
- **Delay at beneficiary bank**