

Customer Complaints Analysis FY 2018-19

Complaints Summary 2018-19

SL	Complaints received and redressed	For the year ended March 2019
1	No. of complaints pending at the beginning of the year	254
2	No. of complaints received during the year	11416
3	No. of complaints redressed during the year	11583
4	No. of complaints pending at the end of the year	87

BO Complaints Trend 2018-19

SL	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
	Total	NIL

Top Areas of Complaints 2018-19

SL	Area of Complaint	Contribution
1	KYC Request for upgradation	30.0%
2	Beneficiary did not receive money	6.0%
3	Login Issue on Paytm app	4.0%
4	Adding amount to Paytm Wallet	4.0%
5	Bank account opening request	3.0%
6	ATM Related Issues	0.4%
7	POS/E-Com Related Issues	0.2%
	Total	47.6%