

Customer Complaints Analysis FY2019-20

Complaints Summary 2019-20

SL	Complaints received and redressed	For the year ended March 2020
1	No. of complaints pending at the beginning of the year	87
2	No. of complaints received during the year	14369
3	No. of complaints redressed during the year	13689
4	No. of complaints pending at the end of the year	767

BO Complaints Trend 2019-20

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 2019-20

Sr no	Issue related	%contriution
1	Wallet related	21%
2	Profile & KYC related	16%
3	Fraud related	14%
4	UPI related	14%
5	Fastag related	13%
6	Saving account related	10%
7	Others	12%