

 **Complaints Analysis
2018 - 19**

Complaints Summary (2018-19)



Complaints received and redressed	FY 2018-19
No. of complaints pending at the beginning of the year	27,100
No. of complaints received during the year	299,289
No. of complaints redressed during the year	325,172
No. of complaints pending at the end of the year	1,217

BO Awards	FY 2018-19
No. of unimplemented awards at the beginning of the year	Nil
No. of awards passed by the Banking Ombudsman during the year	Nil
No. of awards implemented during the year	Nil
No. of unimplemented awards at the end of the year	Nil

Complaints – Top 5 Areas



Areas of Complaint	FY 2018-19 Contribution%
Cash withdrawal disputes at Non Axis ATM's	35%
Cash Disputes at Axis Bank recyclers	28%
UPI Transaction Disputes	10%
Cash withdrawal disputes at Axis ATM's	10 %
Account modification related	1%

Thank You