

Analysis and Disclosure of complaints (FY 2022-2023)

Customer Complaints

- (a) No. of complaints pending at the beginning of the year: NIL
- (b) No. of complaints received during the year: NIL
- (c) No. of complaints redressed during the year: NIL
- (d) No. of complaints pending at the end of the year: NIL

Awards passed by the Banking Ombudsman

- (a) No. of unimplemented Awards at the beginning of the year: NIL
- (b) No. of Awards passed by the Banking Ombudsmen during the year: NIL
- (c) No. of Awards implemented during the year: NIL
- (d) No. of unimplemented Awards at the end of the year: NIL