

Analysis and Disclosure of complaints (FY 2010-2011)

**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