

Trend Analysis of Customer Complaints received in FY 23-24 and FY 24-25

Sr No	Particulars	Year ended March 31, 2025	Year ended March 31, 2024
	Complaints received by the bank from its customers		
1	Number of complaints pending at beginning of the year	-	-
2	Number of complaints received during the year	16	9
3	Number of complaints disposed during the year	16	9
3.1	Of which, number of complaints rejected by the bank	4	2
4	Number of complaints pending at the end of the year	-	-

Grounds of complaints, (i.e. complaints relating to)	Number of complaints pending at the beginning of the year	Number of complaints received during the year	% increase/ (decrease) in the number of complaints received over the previous year	Number of complaints pending at the end of the year	Of 5, number of complaints pending beyond 30 days
1	2	3	4	5	6
Year ended March 31, 2025					
Internet/Mobile/Electronic Banking	0	8	700%	-	-
Account Opening/difficulty in operation of account	0	1	100%	-	-
Levy of charges without prior notice/excessive charges/foreclosure charges	0	1	100%	-	-
Loan and advances	0	1	100%	-	-
Others	0	5	(38%)	-	-
Total	0	16	78%	-	-
Year ended March 31, 2024					
Internet/Mobile/Electronic Banking	0	1	100%		
Others	0	8	100%	-	-
Total	0	9	125.00%	-	-

“While the number of complaints saw an increase from 9 in F.Y 2023-24 to 16 in F.Y. 2024-25, the complaints were applicable across products like Exports, Tax payments, Collections, Payroll etc. and the increase or trend did not suggest it to apply to a specific product. Out of total complaints, 10 complaint were received over the email, 2 complaints received verbally, 2 complaint were received over RBI BO portal and 2 complaints through Credit Information Company. The root cause of the complaints were largely due to technical glitch and/or human error. The bank in each of the human error instances have reviewed the

complaints and provided adequate feedback and training to the concerned employee. No specific trend was observed around human errors that pertains to a specific individual and/or team. Technical glitches too were not specific to a system or client segment and varied in nature and timing of these issues.

The committee has agreed to monitor the complaints more closely in coming quarters including seeking additional details and/or actions from the teams where applicable”.