

**ANALYSIS OF COMPLAINTS RECEIVED DURING THE YEAR 2009-10**

Head No.	Nature of complaint,JKLLLLLK	PTA	BTD	JAL	CHD	HRY	DLH	MUM	MCG	CB	SB DEL
1.	Delay in realization/collection of bills/cheque	13	03	06	04	05	15	06	-	-	-
2.	Delay/non sanction of loans.	09	07	06	02	29	22	05	-	-	-
3.	Misbehaviour	04	06	01	04	05	05	-	-	-	-
4.	Harassment/Bad Customer service	03	04	01	02	04	13	-	01	-	-
5.	Excess Charges/Less Interest	03	10	05	04	04	26	01	-	-	-
6.	Delay in remittance/transfer of funds	01	-	04	04	-	03	01	-	01	-
7.	Delay in transfer of accounts	-	01	-	-	03	-	-	-	-	-
8.	Delay in completion of pass books/statement of accounts	-	-	-	-	-	01	-	-	-	-
9.	Delay in payment of FDR & Drafts	02	-	-	-	-	-	-	-	-	-
10.	Discrepancies in accounts	10	03	01	-	02	04	-	01	-	-
11.	Alleged frauds	04	01	-	02	05	-	-	-	-	-
12.	Non-compliance of standing instructions	-	-	01	-	-	01	-	-	-	-
13.	Delay in settlement of deceased claims.	04	-	-	-	01	01	-	-	-	-
14.	NRI accounts	-	-	-	-	-	-	-	-	-	-
15.	Misc./Others	50	42	62	78	81	88	05	04	03	05
16.	Dishonesty	01	-	-	-	-	-	-	-	-	-
	<b>TOTAL</b>	<b>104</b>	<b>77</b>	<b>87</b>	<b>100</b>	<b>139</b>	<b>179</b>	<b>18</b>	<b>06</b>	<b>04</b>	<b>05</b>