

Complaints Resolution Statistics

Year 2023

Annual Statistics	
Total number of complaints dealt by the Senior Designate Employee during the year	04
Number of complaints resolved, of the above, in the opinion of the bank	01
Average length* of time taken by the Bank to deal with the above complaints	15 Days
Total number of complaints escalated to external complaint body for resolution	Nil

*Calculated from the first interaction with the customer to the date on which the complaint was resolved or closed

Nature of Complaints

Primary Classification	Secondary Classification	Count of Complaints	Nature of Complaint	Status of Complaint	Days taken to close the complaint
Account	Teller Services	1	Business Account Transaction	Closed	1
Account	Transaction	1	Debit Card got cloned	Resolved	4
Account	Transaction	1	Unauthorized Debit	Closed	48
Account	Opening	1	Refusal to open an account	Closed	6