

Complaints Analysis

2019 - 20

Complaints Summary (2019-20)



Complaints received and redressed	FY 2019 - 20
No. of complaints pending at the beginning of the year	1,217
No. of complaints received during the year	200,484
No. of complaints redressed during the year	200,736
No. of complaints pending at the end of the year	965

Banking Ombudsman Summary (2019-20)



BO Awards	FY 2019 - 20
No. of unimplemented awards at the beginning of the year	Nil
No. of awards passed by the Banking Ombudsman during the year	Nil
No. of awards implemented during the year	Nil
No. of unimplemented awards at the end of the year	Nil

Complaints – Top 5 Areas



Areas of Complaint	FY 2019-20 Contribution%
Cash withdrawal disputes at Non Axis ATM's	40%
Cash Disputes at Axis Bank recyclers	15%
Cash withdrawal disputes at Axis ATM's	13%
UPI Transaction Disputes	12%
IMPS Transaction Disputes	3%

Thank You