

Quarterly report of resolution of PPIs Customer Grievance to be submitted by bank to DPSS,CO, Mumbai

(To be submitted within 10 th of the following month)

Name of the entity	Type(s) of PPIs issued	Total Complaints			Complaints resolved during the quarter				Complaints Pending the end of the quarter	Types of complaints received					
		Out-standing at the beginning of the quarter (3)	Received during the quarter (4)	Total (5) =(3)+(4)	in 48 hours (6)	after 48 hours but with 7 days (7)	beyond 7 days (8)	Total (9)=(6)+(7)+(8)		(10) = (5) - (9)	IT related (11)	wrong charges (12)	wrong debits (13)	wrong balance (14)	Others (15)
(1)	(2)														
	m / e wallet														
	Cards														
	Paper Vouchers														

1: Name of the entity

2: Type of PPI issued by the entity.

3: Number of complaints pending with the entity at the start of the quarter.

4: Number of complaints received by the entity during the quarter.

5: Total number of complaints pending with the entity at the beginning of the quarter plus complaints received during the quarter.

6: The number of complaints resolved within 48 hours from the receipt of the complaint.

7: The number of complaints resolved after 48 hours nut within 7 days from the receipt of the complaint.

8: The number of complaints resolved after 7 days from the receipt of the complaint.

9: Total number of complaints resolved during the quarter.

10: Total number of complaints pending at the end of the quarter.

11: Number of complaints received from customer relating to various IT issues.

12: Number of complaints received from customer relating to Wrong Charges debited by the merchant to the customer's account.

13: Number of complaints relating to wrong debits from customer's account.

14: Number of complaints related to wrong balance in the account.

15: Number of complaints related to areas not specified above.

16: Total Number of complaints received from the customer during the quarter.