

City Union Bank Limited
Administrative Office
Kumbakonam

Review of Complaints for the year ended 31.03.2021

Summary information on complaints received by the bank from customer and from the Office of the Banking Ombudsman (OBOs)

S NO	PARTICULARS	2020-21
	Complaints received by the bank from its customers	
1	Number of complaints pending at beginning of the year	80
2	Number of complaints received during the year	2962
3	Number of complaints disposed during the year	3039
	3.1 Of which, number of complaints rejected by the bank	0
4	Number of complaints pending at the end of the year	3
	Maintainable complaints received by the bank from OBOs	
5	Number of maintainable complaints received by the bank from OBOs	252
	5.1 Of 5, Number of complaints resolved in favour of the bank by BOs	241
	5.2 Of 5, Number of complaints resolved through conciliation / mediation / advisories issued by BOs	11
	5.3 Of 5, Number of complaints resolved after passing of Awards by BOs against the Bank	0
6	Number of Awards unimplemented within the stipulated time (other than those appealed)	0