

**City Union Bank Limited  
Administrative Office  
Kumbakonam**

**Review of Complaints for the year ended 31.03.2023**

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

S NO	PARTICULARS	2022-23
	Complaints received by the bank form its customers	
1	Number of complaints pending at beginning of the year	39
2	Number of complaints received during the year	2797
3	Number of complaints disposed during the year	2811
	3.1 Of which, number of complaints rejected by the bank	0
4	Number of complaints pending at the end of the year	25
	Maintainable complaints received by the bank from OBOs	
5	Number of maintainable complaints received by the bank from OBOs	213
	5.1 Of 5, Number of complaints resolved in favor of the bank by BOs	94
	5.2 Of 5, Number of complaints resolved through conciliation / mediation / advisories issued by BOs	119
	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