

Bank of Maharashtra

NOTES ON ACCOUNTS - 2010-11

Details of Customer complaints dealt with by the Bank during the year are as under:

Sr. No.	Particulars	2010-11
(a)	No. of complaints pending at the beginning of the year	27
(b)	No. of complaints received during the year	1235
(c)	No. of complaints redressed during the year	1214
(d)	No. of complaints pending at the end of the year	48

Bank of Maharashtra

Analysis/Category wise break up of complaints received during the year 2010-11

Sr. No.	Category / relating to	For the year 2010-11
1	Delay in collection of Cheques/ instruments	98
2	Delay in remittance / issuance of DD etc	29
3	Delay in pension payments	53
4	Delay in settlement of deceased claims	7
5	Indifferent attitude of staff	118
6	SDV lockers	10
7	Deposit accounts	184
8	Service charges	83
9	Lending operations	232
10	Miscellaneous	421
	Total	1235