

Analysis and Disclosure of Customer Complaints

FY 2024-2025

Customer complaints and awards 2024 – 25

2024-25		
Customer Complaints - FY 2024-25	Total	India Bank
No. of complaints pending at the beginning of the year	0	0
No. of complaints received during the year	1	1
No. of complaints redressed during the year	1	1
No. of complaints pending at the end of the year	0	0

BO Awards - FY 2024-25	Total	India Bank
No. of unimplemented Awards at the beginning of the year	0	0
No. of Award passed by the Banking Ombudsmen received during the year	0	0
No. of Awards implemented during the year	0	0
No. of unimplemented Awards at the end of the year	0	0

Complaints received 2024–25

Month	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total
India Bank	0	0	0	0	1	0	0	0	0	0	0	0	1
Total	0	0	0	0	1	0	0	0	0	0	0	0	1

