

**STATE BANK OF MYSORE  
GM(O) SECRETARIAT : HEAD OFFICE**

**ANNEXURE – ‘V’**

**A. CUSTOMER COMPLAINTS : 2010-11**

(a)	No. of complaints pending at the beginning of the year	1888
(b)	No. of complaints received during the year	35302
(c)	No. of complaints redressed during the year	36493
(d)	No. of complaints pending at the end of the year	697

**B. AWARDS PASSED BY THE BANKING OMBUDSMAN**

(a)	No. of unimplemented Awards at the beginning of the year	-nil-
(b)	No. of Awards passed by the Banking Ombudsman during the year	-nil-
©	No. of Awards implemented during the year	-nil-
(d)	No. of unimplemented Awards at the end of the year	-nil-

Complaints from	Received & Disposed During 2009-10		Received & Disposed During 2010-11		Pending
RBI	32	32	30	30	-
GOI	43	42	18	18	-
Banking Ombudsman	220	215	174	168	<b>6</b>
CSC, Syndicate Bank	6	6	--	--	--
CPGRAMS	--	--	6	6	--
Others : Head office	98	96	125	125	--
: Zo/Ro/Br's	530	521	345	340	5
<b>SUB TOTAL:</b>	929	912	698	687	11
ATM	13265	11394	36487	35801	686
<b>TOTAL :</b>	14194	12306	37185	36488	697