



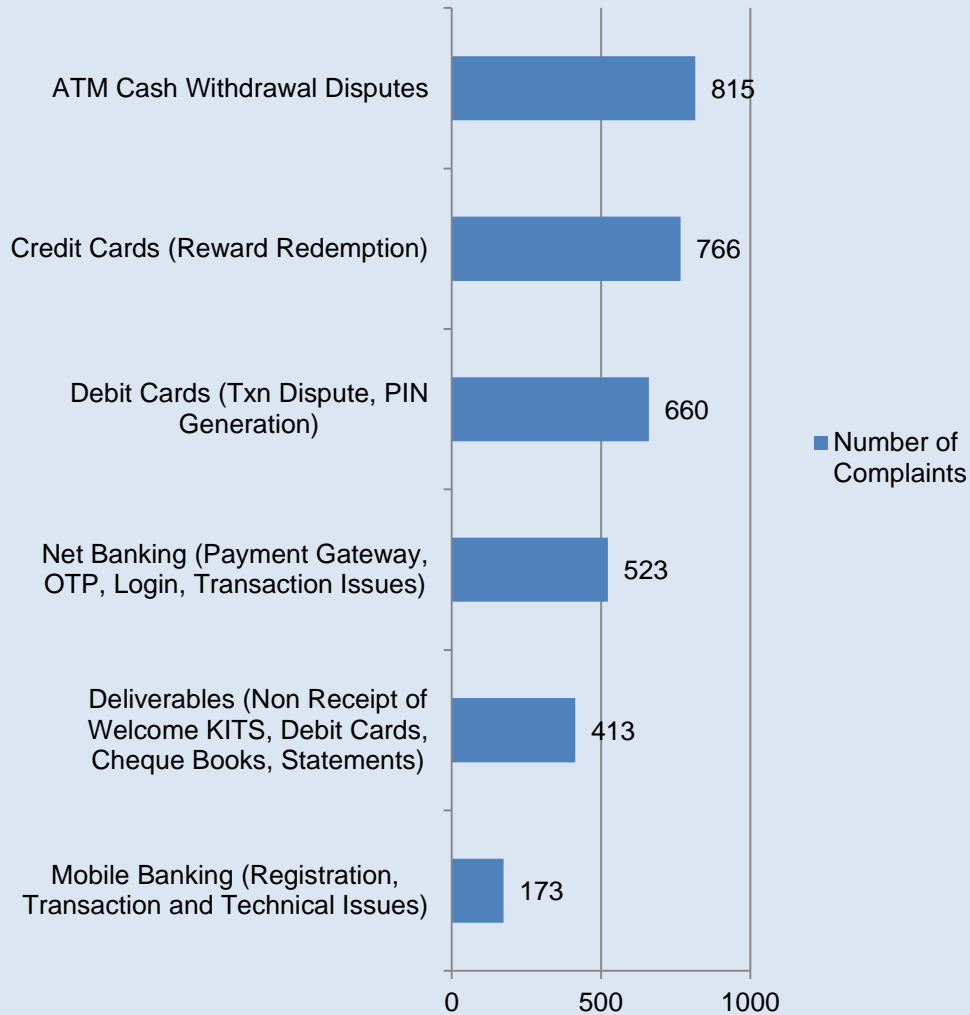
Customer Complaints and Awards 2015-16

Customer Complaints and Awards

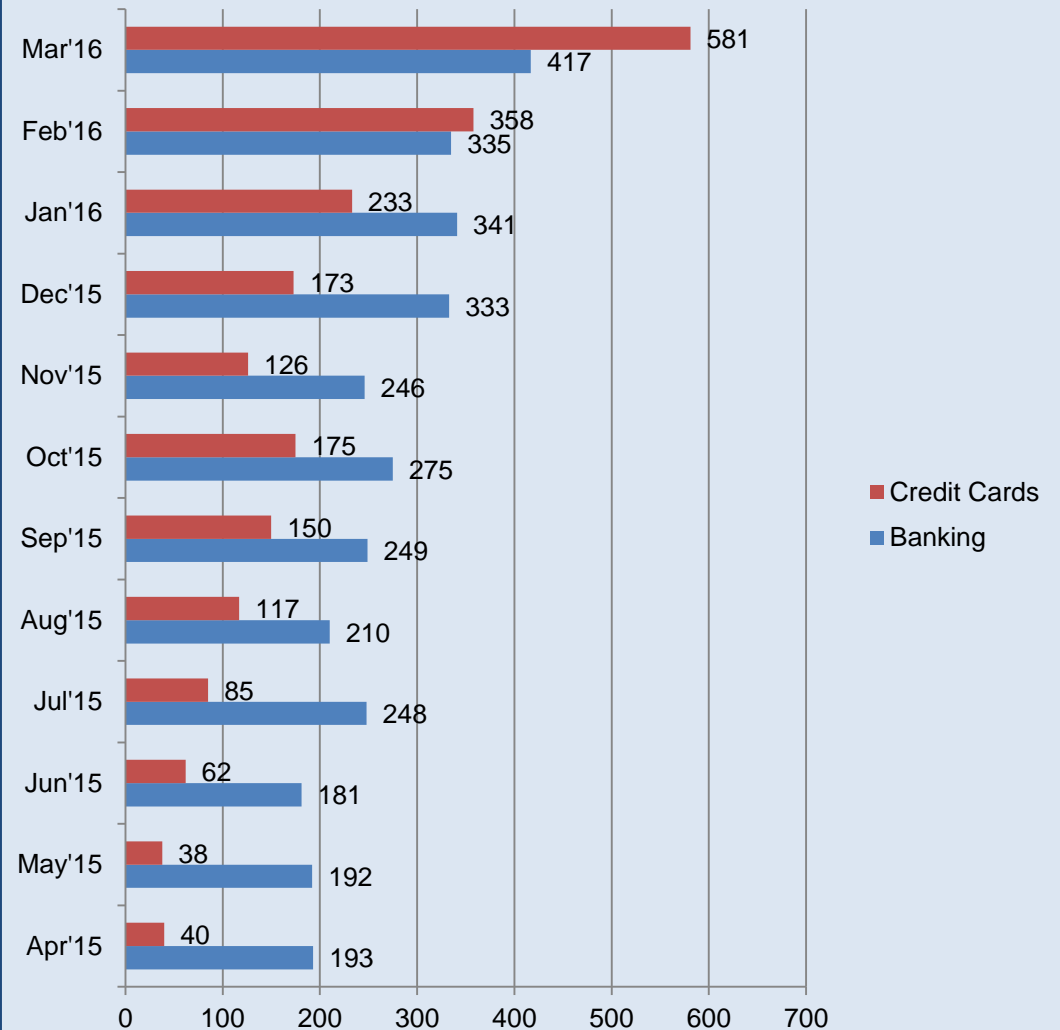
Customer Complaints in Financial Year 2015-16	Numbers
Number of complaints pending at the beginning of the year	86
Number of complaints received during the year	5358
Number of complaints redressed during the year	4991
Number of complaints pending at the end of the year	453
Awards passed by the Banking Ombudsman in Financial Year 2015-16	Numbers
No. of unimplemented awards at the beginning of the year	0
No. of awards passed by the Banking Ombudsman during the year	0
No. of awards implemented during the year	0
No. of unimplemented awards at the end of the year	0

Complaints Received For Banking F.Y. 2015 - 16

Top Complaint Types



Complaints Trend FY - 2015-16



Thank You !

RBL Bank (Formerly: The Ratnakar Bank Limited)

Controlling Office: One Indiabulls Centre, Tower 2B , 6th Floor,

841, Senapati Bapat Marg, Lower Parel (W), Mumbai - 400 013. India.

Tel: (022) 022 43020600, Fax: (022) 43020520, Website: www.rblbank.com
