



Disclosure & Analysis of Customer Complaint for the Financial Year 2023-24

Complaint Summary (2023-24)

S.no	Complaints received and redressed	FY 2023-24	
		ATM related	Other
(a)	No. of complaints pending at the beginning of the year (April 1, 2023)	0	0
(b)	No. of complaints received during the year (2023-24)	149	2
(c)	No. of complaints redressed during the year (2023-24)	149	2
(d)	No. of complaints pending at the end of the year (March 31, 2024)	0	0

*ATM transaction disputes have been included as per RBI DBOD circular dated 3rd September, 2013 on Disclosure of customer complaints and unreconciled balances on account of ATM transactions.

Areas of Complaint for the Year (2023-24)

S.no	Area of Complaint	0%
Cash Not Disposed/Less Cash Dispensed-Non-KBS Bank		
1	ATM	71%
2	Cash Not Dispensed/Less Cash Dispensed-KBS Bank ATM	29%
3	Total of Top Areas	100%