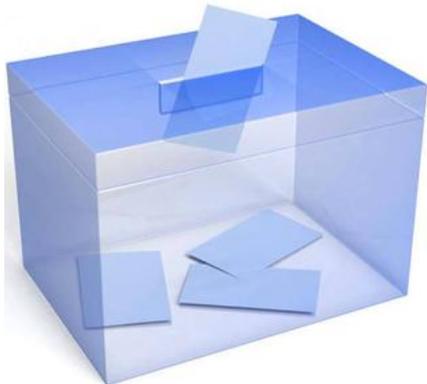


Bank customer complaints up 12% in FY15: RBI

Our Bureau



Mumbai, November 26:

Complaints by banking customers increased 11.2 per cent during fiscal year 2014-15, according to Reserve Bank of India.

The number of complaints climbed to 85,131, from 76,573 in the previous year, the RBI Annual Report of the Banking Ombudsman Scheme for 2014-15 shows.

Failure to meet commitments /non-observance of fair practices code/BCSBI codes (29 per cent) and ATM debit/credit card-related complaints (21 per cent) topped as the reason for complaints by customers, the RBI data said.

The maximum number of complaints emanated from New Delhi, accounting for 17.28 per cent of the total number of complaints. It was followed by Mumbai (12.27 per cent), Kanpur (10.36 per cent) and Chennai (9.73 per cent).

Public sector banks witnessed an 18 per cent increase in complaints, the largest bank State Bank of India and its associates saw an increase of 9 per cent, while complaints at private sector banks rose 16 per cent.

However, foreign banks saw complaints decline 32 per cent in 2014-15.

According to the report, offices of the banking ombudsmen maintained a disposal rate of 96 per cent.

Interestingly, the average cost of handling one complaint stood reduced at Rs. 4,541 from Rs. 4,824 a year ago. The total cost of handling all the complaints was at Rs. 38.7 crore.

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