



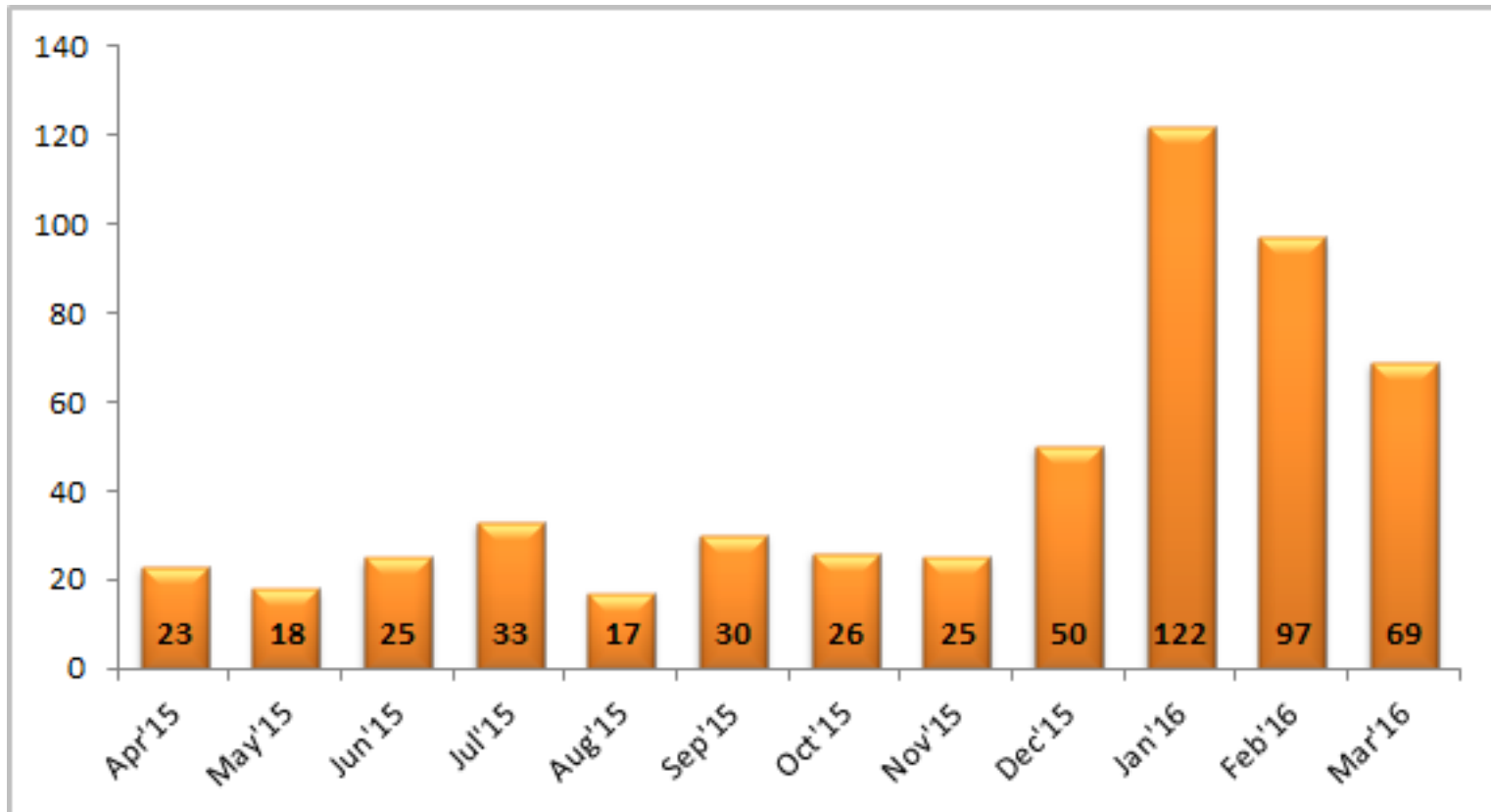
# COMPLAINTS' ANALYSIS

April 2015 – March 2016

## COMPLAINTS VOLUMES : MONTH-WISE BREAK UP

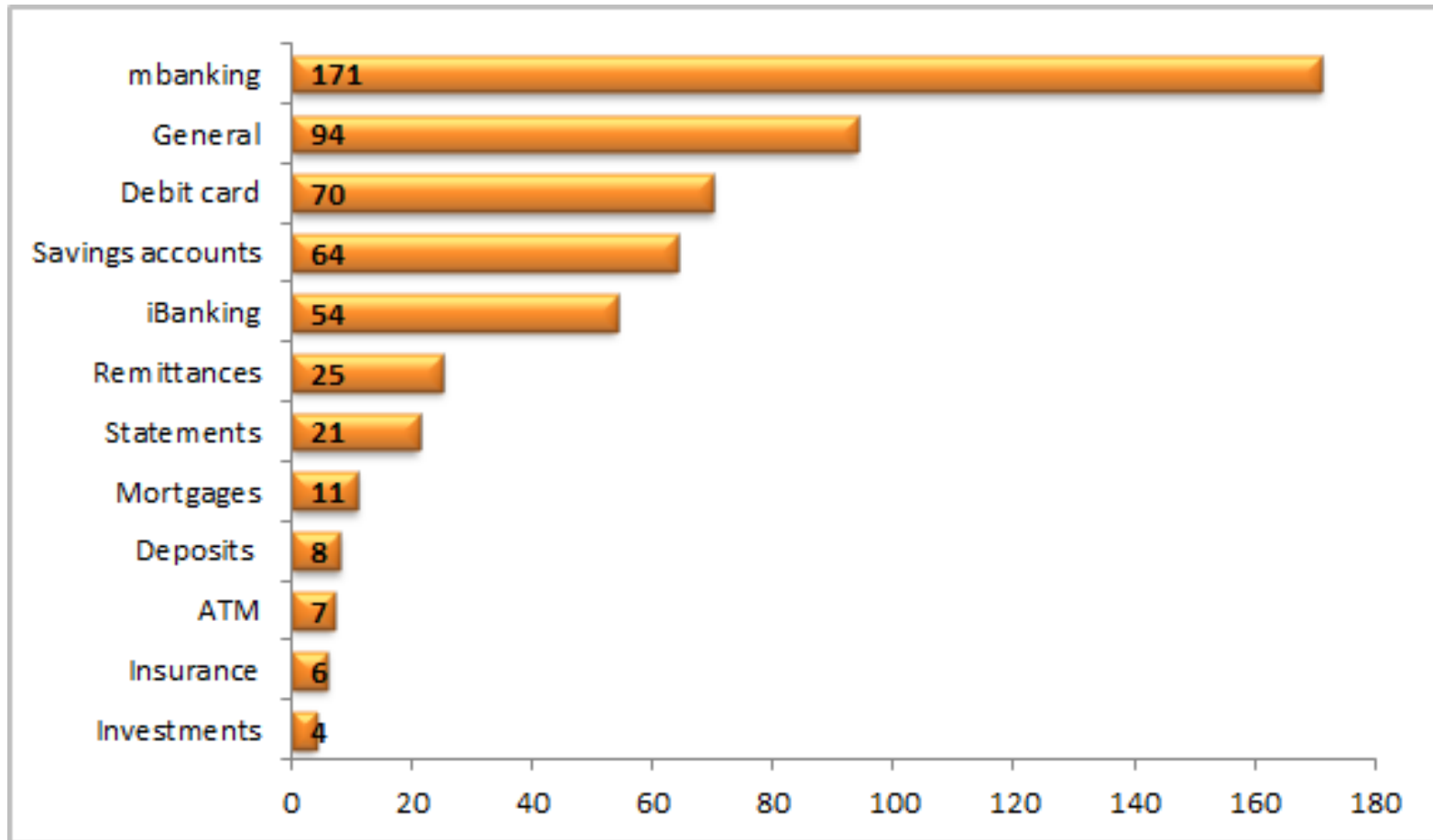
Month	Volume	% Increase / Decrease (over previous month)
Apr-15	23	0%
May-15	18	-22%
Jun-15	25	39%
Jul-15	33	32%
Aug-15	17	-48%
Sep-15	30	76%
Oct-15	26	-13%
Nov-15	25	-4%
Dec-15	50	100%
Jan-16	122	144%
Feb-16	97	-20%
Mar-16	69	-29%

## COMPLAINTS VOLUMES : MONTH-WISE BREAK UP



- Average time taken for complaint resolution has been 4.04 days as compared to 4.3 days in the previous year

# TOP COMPLAINT CATEGORIES



- Top complaint areas have been m banking

**THANK YOU**

