



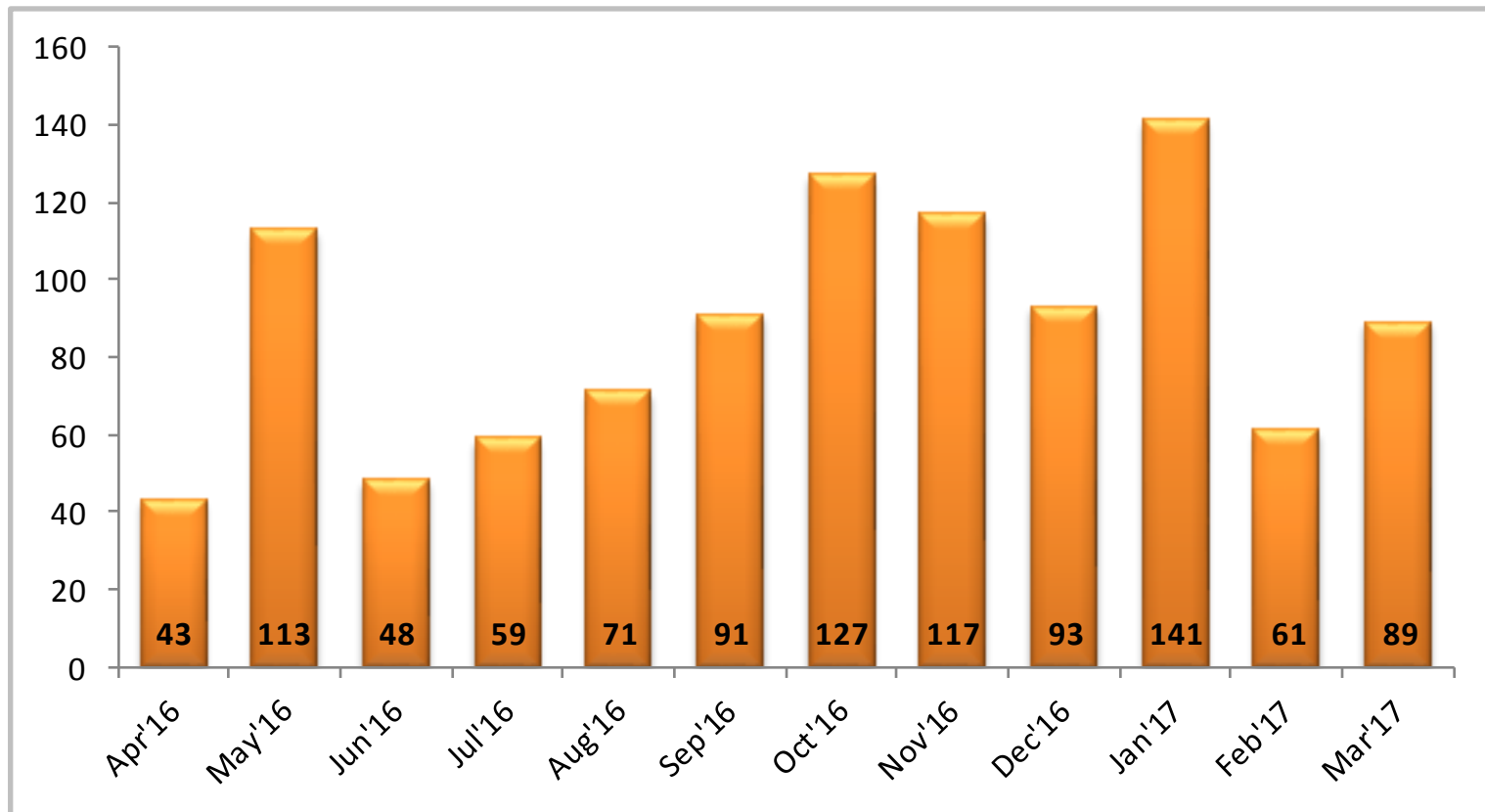
COMPLAINTS' ANALYSIS

April 2016 – March 2017

COMPLAINTS VOLUMES : MONTH-WISE BREAK UP

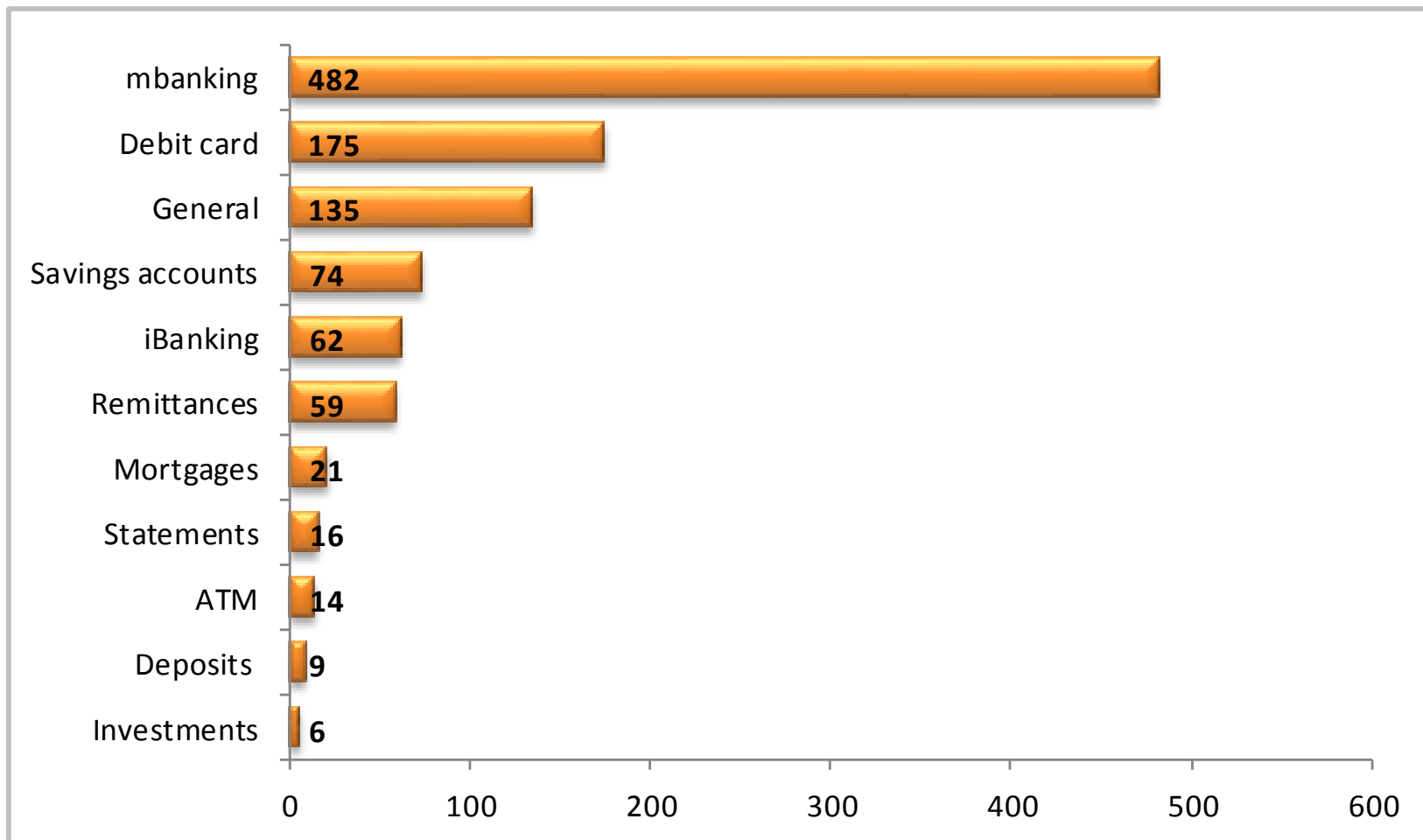
Month	Volume	% Increase / Decrease (over previous month)
Apr-16	43	-38%
May-16	113	163%
Jun-16	48	-58%
Jul-16	59	23%
Aug-16	71	20%
Sep-16	91	28%
Oct-16	127	40%
Nov-16	117	-8%
Dec-16	93	-21%
Jan-17	141	52%
Feb-17	61	-57%
Mar-17	89	46%

COMPLAINTS VOLUMES : MONTH-WISE BREAK UP



- Average time taken for complaint resolution has been 4.6 days as compared to 4.04 days in the previous year

TOP COMPLAINT CATEGORIES



- Top complaint areas have been mbanking related (digibank)

THANK YOU