

UNITED BANK OF INDIA

CUSTOMER SERVICE DEPARTMENT

HEAD OFFICE

11, Hemanta Basu Sarani, Kolkata-700001

CUSTOMER COMPLAINT POSITION FOR THE YEAR 2014-15

(a)	No. of complaints pending at the beginning of the Year	521
(b)	No. of complaints received during the Year	35186
(c)	No. of complaints redressed during the Year	35190
(d)	No. of complaints pending at the end of the Year	517

Awards passed by the Banking Ombudsman during 2014-15

(a)	No. of unimplemented Awards at the beginning of the Year	0
(b)	No. of Awards passed by the Banking Ombudsman during the Year	2
(c)	No. of Awards implemented during the Year	2
(d)	No. of unimplemented Awards at the end of the Year	0