Complaint Analysis
FY 2025-26

IndusInd Bank

Disclosure of Complaints – FY 25-26

No.	Particulars	March 31, 2026
Complaints received by the bank from its customer		
1	Number of complaints received during the year	242027
2	Number of complaints disposed during the year	230214
3	Number of complaints pending at the end of the year	26717

Maintainable complaints received by the Bank from Offices of Banking Ombudsman (OBOs)		
No.	**Particulars**	**March 31, 2026**
4	Number of maintainable complaints received by the Bank from OBOs	8374
4.1	Of 5, number of complaints resolved in favour of the Bank from OBOs*	3634
4.2	Of 5, number of complaints resolved through conciliation/mediation/advisories issued by BOs.	4738
4.3	Of 5, number of complaints resolved after passing of Awards by BOs against the Bank	2
5	Number of awards unimplemented within the stipulated time (other than those appealed)	1

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Details of top six grounds of complaints received by the bank from customers during FY 25-26					
Complaints received by the bank from its customer					
Grounds of complaints	Number of complaints pending at the beginning of the year	Number of complaints received during the year (FY 24-25)	% increase /(decrease) in the no. of complaints received over the previous year	Number of complaints pending at the end of the year	Of 5, number of complaints pending beyond 30 days
1	2	3	4	5	6
G1 - Internet/Mobile/Electronic Banking	2,953	50,511	262.32	5,784	1,049
G2 - Account opening/difficulty in operation of accounts	4,389	42,449	122.37	6,240	2,069
G3 - Loans and advances	2,514	38,037	144.23	3,477	862
G4 - Credit Cards	2,601	37,570	280.42	2,437	429
G5 - Recovery Agents/Direct Sales Agents	577	10,250	192.61	1,509	522
G6 – Others	1,870	63,210	775.36	7,270	3,150
Total	**14,904**	**2,42,027**	**249.73**	**26,717**	**8,081**

Thank You

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