

BANK OF BAHRAIN & KUWAIT B.S.C.

**a. CUSTOMER COMPLAINTS DURING THE YEAR ENDED  
31<sup>ST</sup> MARCH 2015**

SL.NO.	PARTICULARS	No.of complaints
1.	No.of complaints pending at the beginging of the year	NIL
2.	No.of complaints received during the year	NIL
3.	No.of complaints redressed during the year	NIL
4.	No.of complaints pending at the end of the year	NIL

**b. ANALYSIS OF CUSTOMER COMPLAINTS RECEIVED  
DURING THE YEAR ENDED 31<sup>ST</sup> MARCH 2015**

Sl no.	Particulars	
1	Total no. of Complaints	NIL
2	Complaints on account of Outside system deficiency	NIL
3	Complaints on account of Human Error	NIL
4	Complaints on account of Skill Deficiency	NIL

**c. AWARDS PASSED BY THE BANKING OMBUDSMAN  
DURING THE YEAR ENDED 31<sup>ST</sup> MARCH 2015**

SL.NO.	PARTICULARS	No.of Awards
1.	No.of unimplemented Awards pending at the beginging of the year	NIL
2.	No.of Awards passed by the Banking Ombudsmen during the year	NIL
3.	No.of Awards implemented during the year	NIL
4.	No.of unimplemented Awards at the end of the year	NIL