

Appendix Table IV.8: Statement of Complaints Received at Banking Ombudsman Office (Continued)
(July -June 2019-20)

Sr. No	Name of the Bank	Number of Complaints in Major Categories for Public Sector Banks								Others	Total
		Deposit Account	Loans and Advances	ATM/Debit card/Credit card	Mobile Banking / Electronic Banking	Levy of Charges Without Prior Notice	Pension	Non-Observance of Fair Practices	Failure On Commitments and Failure of Commitment to BCSBI Code		
	Public Sector Banks	5,694	9,870	54,595	25,237	8,283	6,161	20,606	19,912	25,148	1,75,506
1	Allahabad Bank	148	274	1,335	490	182	193	609	423	633	4,287
2	Andhra Bank	80	147	1,089	345	78	18	327	754	297	3,135
3	Bank of Baroda	445	670	2,783	1,551	871	279	1,434	1,051	1,832	10,916
4	Bank of Baroda (Erstwhile Dena Bank)	51	101	406	183	99	58	168	148	264	1,478
5	Bank of Baroda (Erstwhile Vijaya Bank)	45	84	314	221	109	15	192	280	229	1,489
6	Bank of India	262	412	3,448	1,218	381	299	932	754	1,429	9,135
7	Bank of Maharashtra	47	99	797	325	109	18	178	145	418	2,136
8	Canara Bank	265	434	1,715	877	385	198	1,085	1,089	1,126	7,174
9	Central Bank of India	215	345	2,367	1,005	225	549	723	548	938	6,915
10	Corporation Bank	84	189	990	329	139	16	309	406	392	2,854
11	Indian Bank	122	207	1,395	631	103	59	574	391	394	3,876
12	Indian Overseas Bank	112	183	739	338	127	63	539	369	378	2,848
13	Oriental Bank of Commerce	134	209	1,172	506	191	33	367	419	526	3,557
14	Punjab and Sind Bank	29	77	286	151	35	41	145	304	148	1,216
15	Punjab National Bank	520	706	5,111	2,616	507	681	2,041	1,967	2,308	16,457
16	State Bank of India (Excluding SBI Card)	2,623	4,830	25,989	12,306	4,206	3,171	9,020	9,191	11,648	82,984
17	Syndicate Bank	95	223	684	322	131	172	469	571	510	3,177
18	UCO Bank	113	210	941	517	85	118	392	291	431	3,098
19	Union Bank of India	252	350	2,476	1,104	256	121	822	711	1,001	7,093
20	United Bank of India	52	120	558	202	64	59	280	100	246	1,681

Appendix Table IV.8: Statement of Complaints Received at Banking Ombudsman Office (Continued)
(July -June 2019-20)

Sr. No	Name of the Bank	Number of Complaints in Major Categories for Private Sector Banks								Others	Total
		Deposit Account	Loans and Advances	ATM/ Debit card/ Credit card	Mobile Banking / Electronic Banking	Levy of Charges Without Prior Notice	Pension	Non-Observance of Fair Practices	Failure On Commitments and Failure of Commitment to BCSBI Code		
	Private Sector Banks	2,287	5,340	30,096	12,429	9,043	57	11,662	14,054	13,677	98,645
1	Axis Bank Limited	508	730	5,270	2,349	2,209	11	1,671	2,276	2,100	17,124
2	Bandhan Bank Limited	15	39	107	63	16	-	59	44	90	433
3	Catholic Syrian Bank Ltd	3	5	18	4	14	-	39	15	13	111
4	City Union Bank Limited	11	19	66	41	20	-	52	33	51	293
5	DCB Bank Limited	20	109	55	29	73	-	117	128	101	632
6	Dhanlaxmi Bank Limited	7	11	8	2	7	-	30	18	13	96
7	Federal Bank Ltd	27	54	428	162	93	-	146	123	169	1,202
8	HDFC Bank Ltd.	483	1,352	8,881	3,509	2,187	26	3,223	4,072	3,436	27,169
9	ICICI Bank Limited	536	1,442	5,886	3,027	2,039	12	2,470	2,835	3,125	21,372
10	IDBI Bank Limited	91	321	797	492	294	6	522	458	528	3,509
11	IDFC Bank Limited	35	372	169	179	186	-	509	536	608	2,594
12	IndusInd Bank Ltd	125	177	1,300	387	372	-	560	671	592	4,184
13	Jammu & Kashmir Bank Ltd	7	31	277	51	19	1	118	33	58	595
14	Karnataka Bank Ltd	12	38	174	114	53	-	70	140	82	683
15	Karur Vysya Bank Ltd	19	38	151	86	52	-	122	110	103	681
16	Kotak Mahindra Bank Ltd.	209	309	2,431	1,133	812	-	962	1,193	1,419	8,468
17	Lakshmi Vilas Bank Ltd	19	12	48	21	27	-	81	30	40	278
18	Nainital Bank Ltd	1	3	14	3	-	-	8	3	7	39
19	RBL Bank Ltd	43	75	3,253	268	221	-	330	682	480	5,352
20	South Indian Bank Ltd	12	25	98	54	72	-	52	39	45	397
21	Tamilnad Mercantile Bank Ltd	7	13	47	45	30	-	91	36	35	304
22	Yes Bank Ltd.	97	165	618	410	247	1	430	579	582	3,129

Appendix Table IV.8: Statement of Complaints Received at Banking Ombudsman Office (Continued)
(July -June 2019-20)

Sr. No	Name of the Bank	Number of Complaints in Major Categories for Foreign Banks								Others	Total
		Deposit Account	Loans and Advances	ATM/ Debit card/ Credit card	Mobile Banking / Electronic Banking	Levy of Charges Without Prior Notice	Pension	Non-Observance of Fair Practices	Failure On Commitments and Failure of Commitment to BCSBI Code		
	Foreign Banks	121	213	2,946	567	339	2	527	637	564	5,916
1	AB Bank Limited	1	1	5	-	-	-	-	-	2	9
2	AbuDhabiCommercialBankPJSC	1	-	1	-	-	-	-	-	2	4
3	American Express Banking Corp.	-	-	169	5	19	-	14	27	17	251
4	Bank of America, National Association	-	-	-	-	-	-	1	1	1	3
5	Bank of Bahrain & Kuwait B.S.C.	-	1	-	-	-	-	1	-	-	2
6	Bank of Nova Scotia	1	-	-	-	-	-	-	1	1	3
7	Barclays Bank PLC	-	-	17	-	1	-	3	2	3	26
8	BNP Paribas	1	-	-	-	-	-	-	-	1	2
9	Citibank N.A	35	39	898	209	53	-	131	182	165	1,712
10	Co-operative Rabobank U.A.	-	-	-	-	-	-	-	-	1	1
11	Credit Agricole Corporate and Investment Bank	-	-	-	-	-	-	1	-	-	1
12	DBS Bank Ltd.	17	2	83	99	8	-	23	34	54	320
13	Deutsche Bank AG	9	9	13	9	13	-	24	30	28	135
14	First Abu Dhabi Bank PJSC	-	-	-	-	-	-	-	1	-	1
15	Hongkong and Shanghai Banking Corp Ltd.	10	24	284	45	13	-	42	78	46	542
16	Industrial and Commercial Bank of China	-	-	3	-	-	-	-	1	1	5
17	JPMorgan Chase Bank National Association	-	-	-	-	-	-	-	-	1	1
18	KEB Hana Bank	-	-	-	-	-	-	1	-	-	1
19	Krung Thai Bank Public Company Limited	-	-	1	-	-	-	-	-	-	1
20	Mashreq Bank PSC	-	-	-	-	-	-	2	-	1	3
21	MUFG Bank, Ltd.	1	-	-	-	-	-	-	-	1	2
22	National Australia Bank	-	-	-	-	1	-	-	-	-	1
23	SBM Bank (Mauritius) Ltd.	-	-	1	-	-	-	-	-	-	1
24	Shinhan Bank	-	2	1	-	-	-	-	1	1	5
25	Standard Chartered Bank	45	135	1,461	200	231	2	281	275	235	2,865
26	The Royal Bank of Scotland PLC	-	-	9	-	-	-	3	4	3	19

Appendix Table IV.8: Statement of Complaints Received at Banking Ombudsman Office (Concluded)
(July -June 2019-20)

Sr. No	Name of the Bank	Number of complaints in major categories for Small Finance Banks								Others	Total
		Deposit Account	Loans and Advances	ATM/Debit card/Credit card	Mobile Banking / Electronic Banking	Levy of Charges Without Prior Notice	Pension	Non-Observance of Fair Practices	Failure On Commitments and Failure of Commitment to BCSBI Code		
	Small Finance Banks	56	114	147	65	95	-	211	171	264	1,123
1	AU Small Finance Bank Limited	12	64	20	16	37	-	74	46	122	391
2	Capital Small Finance Bank Limited	2	3	-	2	6	-	5	11	9	38
3	Equitas Small Finance Bank Limited	13	14	6	3	29	-	37	20	36	158
4	ESAF Small Finance Bank Limited	1	3	23	6	1	-	6	2	5	47
5	Fincare Small Finance Bank Limited	12	4	12	13	2	-	11	16	18	88
6	Jana Small Finance Bank Limited	3	11	17	4	13	-	28	31	27	134
7	North East Small Finance Bank Limited	-	1	-	-	-	-	-	-	2	3
8	Suryoday Small Finance Bank Limited	4	2	1	1	-	-	4	-	2	14
9	Ujjivan Small Finance Bank Limited	6	11	57	17	5	-	26	36	29	187
10	Utkarsh Small Finance Bank Limited	3	1	11	3	2	-	20	9	14	63
	Payment Banks	233	12	397	1,522	68	2	288	578	1,001	4,101
1	Aditya Birla Idea Payments Bank Limited	5	4	3	1	1	-	6	3	12	35
2	Airtel Payments Bank Limited	104	1	73	497	24	-	99	268	354	1,420
3	Fino Payments Bank Limited	21	1	34	44	2	-	12	20	71	205
4	India Post Payments Bank Limited	15	-	39	20	9	2	14	20	34	153
5	Jio Payments Bank Limited	2	-	-	9	-	-	-	-	5	16
6	Paytm Payments Bank Limited	86	6	248	951	32	-	157	267	525	2,272

Note: Nil/negligible.

Source: RBI.