

**Appendix Table IV.8: Statement of Complaints Received at Banking Ombudsman Office (Continued)**  
(April to March 2020-21)

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 Commitments to BCSBI Code		
	<b>Public Sector Banks</b>	<b>5,597</b>	<b>10,878</b>	<b>49,268</b>	<b>27,436</b>	<b>7,789</b>	<b>4,833</b>	<b>15,871</b>	<b>23,974</b>	<b>29,328</b>	<b>1,74,974</b>
1	Bank of Baroda	598	1,097	3,860	2,556	895	255	1,701	2,235	3,068	16,265
2	Bank of India	251	583	3,412	1,120	347	182	740	816	1,448	8,899
3	Bank of Maharashtra	57	114	842	299	150	13	132	165	426	2,198
4	Canara Bank	386	782	2,260	1,371	639	227	1,421	2,098	2,050	11,234
5	Central Bank of India	196	412	3,361	1,242	229	374	691	802	1,216	8,523
6	Indian Bank	277	554	2,405	1,176	324	211	919	1,066	1,212	8,144
7	Indian Overseas Bank	88	234	641	353	108	51	389	469	348	2,681
8	Punjab and Sind Bank	46	85	262	153	42	24	90	402	177	1,281
9	Punjab National Bank	931	1,369	7,199	3,960	907	811	1,725	3,939	4,157	24,998
10	State Bank of India (excluding SBI card)	2,253	4,659	19,865	12,661	3,538	2,394	6,468	9,655	12,626	74,119
11	UCO Bank	103	223	826	520	116	71	316	364	533	3,072
12	Union Bank of India	411	766	4,335	2,025	494	220	1,279	1,963	2,067	13,560

**Appendix Table IV.8: Statement of Complaints Received at Banking Ombudsman Office (Continued)**  
(April to March 2020-21)

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		
	<b>Private Sector Banks</b>	<b>2,101</b>	<b>7,979</b>	<b>37,884</b>	<b>12,647</b>	<b>11,577</b>	<b>51</b>	<b>14,137</b>	<b>19,972</b>	<b>19,955</b>	<b>1,26,303</b>
1	Axis Bank Limited	399	1,059	6,493	2,120	2,781	8	2,252	3,128	2,771	21,011
2	Bandhan Bank Limited	13	104	138	84	20	-	94	79	145	677
3	Catholic Syrian Bank Limited	4	2	15	3	22	-	31	18	13	108
4	City Union Bank Limited	5	23	56	64	20	1	53	42	54	318
5	DCB Bank Limited	20	167	32	34	89	-	129	198	165	834
6	Dhanlaxmi Bank Limited	2	8	11	8	8	-	29	7	17	90
7	Federal Bank Limited	34	76	314	147	73	-	162	87	161	1,054
8	HDFC Bank Limited	452	1,859	11,478	3,234	2,627	17	3,968	5,684	5,101	34,420
9	ICICI Bank Limited	462	2,312	6,740	3,481	2,926	9	3,209	4,383	4,543	28,065
10	IDBI Bank Limited	84	441	669	428	339	6	404	587	679	3,637
11	IDFC First Bank Limited	62	524	205	178	261	-	666	820	1,131	3,847
12	IndusInd Bank Limited	108	253	2,199	386	444	-	596	1,091	880	5,957
13	Jammu & Kashmir Bank Limited	28	49	285	82	21	3	128	41	81	718
14	Karnataka Bank Limited	10	38	115	107	71	-	61	162	112	676
15	Karur Vysya Bank Limited	19	51	79	77	59	-	120	107	90	602
16	Kotak Mahindra Bank Limited	221	557	2,656	1,492	971	6	1,079	1,582	2,193	10,757
17	Nainital Bank Limited	-	6	11	5	1	-	16	10	22	71
18	RBL Bank Limited	61	153	5,601	298	438	-	571	910	973	9,005
19	South Indian Bank Limited	8	26	129	72	51	-	77	53	71	487
20	Tamilnadu Mercantile Bank Limited	3	18	66	48	21	-	54	70	42	322
21	Yes Bank Limited	106	253	592	299	334	1	438	913	711	3,647

**Appendix Table IV.8: Statement of Complaints Received at Banking Ombudsman Office (Continued)**  
(April to March 2020-21)

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		
	<b>Foreign Banks</b>	<b>95</b>	<b>286</b>	<b>2,678</b>	<b>530</b>	<b>342</b>	<b>4</b>	<b>632</b>	<b>842</b>	<b>748</b>	<b>6,157</b>
1	AB Bank Limited	1	1	3	-	2	-	-	-	1	8
2	Abu Dhabi Commercial Bank PJSC	-	-	-	-	-	-	-	-	2	2
3	American Express Banking Corporation	1	3	255	1	31	-	33	54	26	404
4	Barclays Bank Plc	-	-	11	-	-	-	2	8	-	21
5	Bank of America National Association	-	-	2	-	-	-	-	1	1	4
6	Bank of Bahrain and Kuwait B.S.C	-	-	-	-	-	-	-	-	1	1
7	BNP Paribas	-	-	-	-	-	-	-	-	2	2
8	Citibank N.A.	25	37	955	184	68	-	160	214	165	1,808
9	DBS Bank India Limited	23	9	68	118	26	-	75	80	108	507
10	Deutsche Bank A.G.,	7	14	7	10	9	-	33	41	30	151
11	First Abu Dhabi Bank PJSC	-	-	-	-	-	-	-	1	-	1
12	FirstRand Bank Limited	-	-	-	-	-	-	-	-	1	1
13	Hong Kong and Shanghai Banking Corporation Limited	10	29	282	38	15	-	53	90	56	573
14	Industrial & Commercial Bank of China Limited	-	-	4	-	-	-	-	1	-	5
15	JP Morgan Chase Bank N.A.	-	1	-	-	-	-	-	-	-	1
16	Krung Thai Bank Public Co. Limited	-	-	2	-	-	-	-	-	-	2
17	Mashreqbank PSC	-	-	-	-	-	-	-	1	2	3
18	Mizuho Bank Limited	-	-	-	-	-	-	-	-	1	1
19	MUFG Bank, Ltd.	-	-	-	-	-	-	1	-	-	1
20	NatWest Markets Plc (erstwhile The Royal Bank of Scotland PLC)	-	-	7	-	-	-	-	3	1	11
21	SBM Bank (India) Limited	-	-	2	-	-	-	-	-	2	4
22	Shinhan Bank	-	7	-	1	-	-	7	3	-	18
23	Societe Generale India	-	-	-	-	-	-	1	-	-	1
24	Standard Chartered Bank	28	185	1,079	178	190	4	267	345	348	2,624
25	United Overseas Bank Limited	-	-	1	-	-	-	-	-	-	1
26	National Australia Bank	-	-	-	-	1	-	-	-	-	1
27	Cooperatieve Rabobank U.A	-	-	-	-	-	-	-	-	1	1

**Appendix Table IV.8: Statement of Complaints Received at Banking Ombudsman Office (Concluded)**  
(April to March 2020-21)

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		
	<b>Small Finance Banks</b>	<b>85</b>	<b>204</b>	<b>174</b>	<b>120</b>	<b>125</b>	-	<b>201</b>	<b>316</b>	<b>416</b>	<b>1,641</b>
1	Au Small Finance Bank Limited	17	110	22	25	52	-	60	91	196	573
2	Capital Small Finance Bank Limited	2	4	3	2	5	-	2	17	13	48
3	Fincare Small Finance Bank Limited	23	7	22	35	8	-	25	42	34	196
4	Equitas Small Finance Bank Limited	10	26	7	13	24	-	37	43	51	211
5	ESAF Small Finance Bank Limited	1	3	23	3	1	-	12	4	6	53
6	Suryoday Small Finance Bank Limited	6	4	1	2	-	-	3	5	5	26
7	Ujjivan Small Finance Bank Limited	9	21	41	31	11	-	21	56	47	237
8	Utkarsh Small Finance Bank Limited	6	10	11	5	2	-	11	11	14	70
9	North East Small Finance Bank Limited	-	1	-	-	-	-	-	-	1	2
10	Jana Small Finance Bank Limited	11	18	44	4	22	-	30	47	49	225
	<b>Payments Banks</b>	<b>342</b>	<b>13</b>	<b>437</b>	<b>1,956</b>	<b>118</b>	<b>5</b>	<b>306</b>	<b>844</b>	<b>1,256</b>	<b>5,277</b>
1	Aditya Birla Idea Payments Bank Limited	1	4	2	2	-	-	-	-	2	11
2	Airtel Payments Bank Limited	169	-	92	835	49	3	137	478	580	2,343
3	Fino Payments Bank Limited	30	5	72	43	5	-	11	24	65	255
4	India Post Payments Bank Limited	18	1	28	42	11	2	15	37	40	194
5	Jio Payments Bank Limited	2	-	1	14	-	-	1	3	8	29
6	Paytm Payments Bank Limited	114	3	240	1,011	44	-	138	292	557	2,399
7	NSDL Payments Bank Limited	8	-	2	9	9	-	4	10	4	46
	Others (SBI Cards+Primary Urban Cooperative Banks+RRBs+Others)	360	858	10,483	1,696	998	73	2,751	4,541	5,635	27,395

Note: Nil/negligible.

Source: RBI.