

Appendix Table IV.8: Statement of Complaints Received at Banking Ombudsman Office (Continued)
(For the period 2012-13)

Sr. No.	Name of the bank	Number of Complaints in Major Categories							Total No. of Complaints
		Deposit Account	Loans/Advances (General & Housing)	ATM/Credit/Debit Cards	Pension	Failure on Commitments and Non Adherence to BCSBI Codes	Non-Observance of Fair Practices Code	Non-Adherence to Instructions on DSA and Recovery Agents	
1	2	3	4	5	6	7	8	9	10
	Scheduled Commercial Banks	3,716	5,486	17,612	5,646	6,522	10,256	335	65,255
	Public Sector Banks	2,628	4,152	10,067	5,614	4,888	6,813	97	44,742
	Nationalised Banks	1,366	2,292	3,961	2,018	2,661	3,675	41	21,609
1.	Allahabad Bank	55	118	105	103	136	151	3	908
2.	Andhra Bank	42	42	113	56	31	45	-	556
3.	Bank of Baroda	87	206	291	150	368	479	1	2,117
4.	Bank of India	82	134	298	159	203	304	1	1,649
5.	Bank of Maharashtra	15	34	49	26	37	100	4	384
6.	Canara Bank	155	214	351	182	206	247	3	1,769
7.	Central Bank of India	84	155	185	231	198	270	3	1,514
8.	Corporation Bank	46	67	148	5	56	80	-	568
9.	Dena Bank	54	53	29	42	45	152	2	539
10.	Indian Bank	50	216	112	73	133	116	4	907
11.	Indian Overseas Bank	80	185	233	101	162	125	3	1,156
12.	Oriental Bank of Commerce	40	52	157	11	71	83	3	613
13.	Punjab and Sind Bank	24	23	25	29	23	73	1	294
14.	Punjab National Bank	165	262	901	418	390	465	3	3,325
15.	Syndicate Bank	76	75	171	92	79	140	1	926
16.	UCO Bank	101	101	124	175	116	179	3	1,085
17.	Union Bank of India	83	137	341	98	224	311	2	1,610
18.	United Bank of India	40	88	104	48	47	111	1	555
19.	Vijaya Bank	24	43	68	18	32	54	2	318
20.	IDBI Bank Limited	63	87	156	1	104	190	1	816
	State Bank Group	1,262	1,860	6,106	3,596	2,227	3,138	56	23,133
21.	State Bank of India	1,066	1,447	5,461	3,261	1,934	2,720	51	20,030
22.	State Bank of Bikaner and Jaipur	74	191	165	146	169	133	-	1,171
23.	State Bank of Hyderabad	29	63	185	53	35	78	1	643
24.	State Bank of Mysore	19	23	60	41	10	48	1	266
25.	State Bank of Patiala	40	52	152	56	23	69	2	498
26.	State Bank of Travancore	34	84	83	39	56	90	1	525

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1	2	3	4	5	6	7	8	9	10
	Private Sector Banks	929	1,167	4,756	30	1,358	2,827	193	15,653
	Old Private Sector Banks	133	238	196	13	158	308	5	1,590
1.	Catholic Syrian Bank Ltd.	3	21	1	1	1	17	-	66
2.	City Union Bank Ltd.	6	26	10	-	9	8	-	85
3.	Dhanlaxmi Bank Ltd.	8	14	5	-	12	13	-	80
4.	Federal Bank Ltd.	13	33	36	-	14	80	-	261
5.	ING Vysya Bank Ltd.	34	38	34	9	31	89	2	383
6.	Jammu and Kashmir Bank Ltd.	6	6	25	2	7	14	-	102
7.	Karnataka Bank Ltd.	7	7	25	-	7	13	2	82
8.	Karur Vysya Bank Ltd.	19	19	23	-	27	23	-	169
9.	Laxmi Vilas Bank Ltd.	9	24	12	1	9	12	-	91
10.	Nainital Bank Ltd.	1	3	-	-	3	5	-	23
11.	Ratnakar Bank Ltd.	2	-	-	-	1	6	-	16
12.	South Indian Bank Ltd.	14	28	20	-	17	21	-	137
13.	Tamilnad Mercantile Bank Ltd.	11	19	5	-	20	7	1	95
	New Private Sector Banks	796	929	4,560	17	1,200	2,519	188	14,063
14.	Axis Bank Ltd.	146	149	783	1	237	533	12	2,828
15.	Development Credit Bank Ltd.	7	7	4	-	6	19	-	66
16.	HDFC Bank Ltd.	268	286	1,842	6	433	979	82	5,143
17.	ICICI Bank Ltd.	256	419	1,603	9	381	709	77	4,571
18.	IndusInd Bank Ltd.	39	23	112	-	43	100	4	507
19.	Kotak Mahindra Bank Ltd.	65	41	192	1	80	145	13	800
20.	Yes Bank Ltd.	15	4	24	-	20	34	-	148

Appendix Table IV.8 : Statement of Complaints Received at Banking Ombudsman Office (Concluded)
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Sr. No.	Name of the bank	Number of Complaints in Major Categories							Total No. of Complaints
		Deposit Account	Loans/ Advances (General & Housing)	ATM/ Credit/ Debit Cards	Pension	Failure on Commitments and Non Adherence to BCSBI Codes	Non-Observance of Fair Practices Code	Non-Adherence to Instructions on DSA and Recovery Agents	
1	2	3	4	5	6	7	8	9	10
	Foreign Banks	159	167	2,789	2	276	616	45	4,860
1.	AB Bank Ltd.	-	-	-	-	-	-	-	-
2.	Abu Dhabi Commercial Bank Ltd.	1	-	-	-	-	-	-	2
3.	American Express Banking Corp.	2	-	59	-	5	4	-	79
4.	Antwerp Diamond Bank NV	-	-	-	-	-	-	-	-
5.	Australia and New Zealand Banking Group Ltd.	-	-	-	-	-	-	-	-
6.	BNP Paribas	1	-	-	-	-	1	-	4
7.	Bank International Indonesia	-	-	-	-	-	-	-	-
8.	Bank of America National Association	-	-	-	-	1	-	-	3
9.	Bank of Bahrain & Kuwait B.S.C.	-	-	-	-	-	-	-	1
10.	Bank of Ceylon	-	-	-	-	-	-	-	-
11.	Bank of Nova Scotia	-	-	-	-	-	-	-	-
12.	Barclays Bank PLC	4	15	92	-	6	22	7	163
13.	Chinatrust Commercial Bank	-	-	-	-	-	-	-	2
14.	Citibank N.A.	35	28	386	1	41	136	2	778
15.	Commonwealth Bank of Australia	-	-	-	-	-	-	-	-
16.	Credit Agricole Corporate and Investment	-	-	-	-	-	-	-	-
17.	Credit Suisse AG	-	-	-	-	-	-	-	-
18.	DBS Bank Ltd.	-	-	-	-	-	1	-	1
19.	Deutsche Bank (Asia)	5	5	10	-	2	13	1	62
20.	First Rand Bank	-	-	-	-	-	-	-	-
21.	HSBC Ltd.	24	28	298	1	19	76	7	559
22.	Industrial and Commercial Bank of China	-	-	-	-	-	-	-	-
23.	JPMorgan Chase Bank National Association	-	-	1	-	-	-	-	1
24.	JSC VTB Bank	-	-	-	-	-	-	-	-
25.	Krung Thai Bank Public Co. Ltd.	-	-	-	-	-	-	-	-
26.	Mashreqbank PSC	-	-	-	-	-	-	-	-
27.	Mizuho Corporate Bank Ltd.	-	-	-	-	-	-	-	-
28.	National Australia Bank	-	-	-	-	-	-	-	-
29.	Oman International Bank S.A.O.G.	-	-	-	-	-	-	-	-
30.	Rabobank International	-	-	-	-	-	-	-	-
31.	Sber Bank	-	-	-	-	-	-	-	-
32.	Shinhan Bank	-	-	-	-	-	-	-	-
33.	Societe Generale	-	-	-	-	-	-	-	-
34.	Sonali Bank	-	-	-	-	-	-	-	-
35.	Standard Chartered Bank	78	81	1,805	-	192	326	22	2,944
36.	State Bank of Mauritius Ltd.	-	-	-	-	-	-	-	1
37.	Sumitomo Mitsui Banking Corporation	-	-	-	-	-	-	-	-
38.	The Bank of Tokyo-Mitsubishi UFJ Ltd.	-	-	-	-	-	-	-	-
39.	The Royal Bank of Scotland N V	9	10	138	-	10	37	6	260
40.	UBS AG	-	-	-	-	-	-	-	-
41.	United Overseas Bank Ltd.	-	-	-	-	-	-	-	-
42.	WestPac Banking Corporation	-	-	-	-	-	-	-	-
43.	Woori Bank	-	-	-	-	-	-	-	-

- : Nil/Negligible.