

Appendix Table III.38: Statement of Complaints Received Against Scheduled Commercial Banks (Continued)
(For the period from 01.01.2003 to 25.06.2005)

Sr. No.	Name of the Bank	Total No. of complaints received during the period	No. of branches	Complaints per branch	Category-wise break up of complaints					General/ others		
					Deposit Accounts related	Remittance/ collection facilities	Loans /Advances	Credit Cards related	Activities of Direct Selling Agents		Harassment in recovery of loan	
1	2	3	4	5	6	7	8	9	10	11	12	13
	Nationalised Banks											
1.	Allahabad Bank	229	1,918	0.12	61	57	37	2	1	-	6	65
2.	Andhra Bank	104	1,101	0.09	16	12	25	4	1	-	3	43
3.	Bank of Baroda	491	2,683	0.18	84	52	86	9	8	1	44	207
4.	Bank of Maharashtra	147	1,276	0.12	19	17	29	10	-	-	20	52
5.	Bank of India	483	2,545	0.19	91	76	99	6	11	-	21	179
6.	Canara Bank	422	2,513	0.17	72	47	102	8	8	-	14	171
7.	Central Bank of India	557	3,127	0.18	120	61	106	13	4	-	28	225
8.	Corporation Bank	132	768	0.17	23	20	25	3	5	-	3	53
9.	Dena Bank	203	1,044	0.19	37	35	40	4	1	-	6	80
10.	Indian Bank	269	1,368	0.20	49	19	54	10	-	-	15	122
11.	Indian Overseas Bank	275	1,509	0.18	50	29	52	5	-	-	9	130
12.	Oriental Bank of Commerce	302	1,138	0.27	49	34	77	3	1	-	13	125
13.	Punjab National Bank	820	3,987	0.21	161	89	156	10	11	-	46	347
14.	Punjab and Sind Bank	212	758	0.28	40	15	40	3	-	-	6	108
15.	Syndicate Bank	260	1,800	0.14	66	42	59	5	-	-	2	86
16.	UCO Bank	216	1,727	0.13	42	26	44	1	-	-	8	95
17.	Union Bank of India	322	2,033	0.16	73	66	68	3	-	-	10	102
18.	United Bank of India	104	1,305	0.08	15	10	15	1	7	-	3	53
19.	Vijaya Bank	127	894	0.14	17	17	28	2	4	-	5	54
	State Bank Group											
20.	State Bank of India	2,494	9,012	0.28	536	393	458	32	172	1	130	772
21.	State Bank of Bikaner and Jaipur	171	811	0.21	43	10	41	3	1	-	6	67
22.	State Bank of Hyderabad	117	904	0.13	27	23	25	1	1	-	-	40
23.	State Bank of Indore	74	438	0.17	13	19	19	1	-	-	6	16
24.	State Bank of Mysore	95	623	0.15	20	26	26	2	1	-	2	18
25.	State Bank of Patiala	184	743	0.25	21	31	39	5	2	-	4	82
26.	State Bank of Saurashtra	119	418	0.28	28	16	19	-	-	1	3	52
27.	State Bank of Travancore	77	667	0.12	28	13	10	-	-	-	-	26

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					Deposit Accounts related	Remittance/ collection facilities	Loans /Advances General	Housing Loan	Credit Cards related	Activities of Direct Selling Agents	Harassment in recovery of loan	
1	2	3	4	5	6	7	8	9	10	11	12	13
Old Private Sector Banks												
1.	Bank of Rajasthan Ltd.	61	361	0.17	18	12	8	-	-	-	2	21
2.	Bharat Overseas Bank Ltd.	7	89	0.08	1	-	2	-	-	-	-	4
3.	Catholic Syrian Bank Ltd	18	300	0.06	3	1	5	-	-	-	-	9
4.	City Union Bank Ltd.	32	136	0.24	-	-	3	-	-	-	-	29
5.	Dhanlaxmi Bank Ltd.	10	169	0.06	1	-	4	-	-	-	-	5
6.	Federal Bank Ltd.	62	447	0.14	7	7	14	3	-	-	-	31
7.	Ganesh Bank of Kurundwad Ltd.	3	31	0.10	-	-	-	-	-	-	-	3
8.	ING Vysya Bank Ltd.	86	361	0.24	22	3	17	8	-	-	2	34
9.	Jammu and Kashmir Bank Ltd.	44	420	0.10	8	5	6	3	1	-	2	19
10.	Karnataka Bank Ltd.	43	377	0.11	8	6	10	-	-	-	-	19
11.	Karur Vysya Bank Ltd.	36	229	0.16	2	2	12	-	-	-	-	20
12.	Laxmi Vilas Bank Ltd.	16	224	0.07	-	2	2	-	-	-	-	12
13.	Lord Krishna Bank Ltd.	28	11	2.55	2	2	2	-	-	-	-	22
14.	Naitital Bank Ltd.	19	65	0.29	1	4	6	-	-	-	-	8
15.	Nedungadi Bank Ltd.	8	-	-	2	-	2	-	-	-	-	4
16.	Ratnakar Bank Ltd.	14	74	0.19	1	-	2	2	-	-	-	9
17.	Sangli Bank Ltd.	46	183	0.25	8	6	13	-	-	-	1	18
18.	South Indian Bank Ltd.	34	411	0.08	1	5	9	-	-	-	-	19
19.	Tamilnad Mercantile Bank Ltd.	74	172	0.43	18	11	25	1	-	-	1	18
20.	United Western Bank Ltd.	53	228	0.23	8	4	18	1	-	-	5	17
New Private Sector Banks												
21.	Bank of Punjab Ltd.	35	114	0.31	6	1	5	1	-	-	-	22
22.	Centurian Bank Ltd.	49	63	0.78	8	7	10	-	-	-	2	22
23.	Development Credit Bank Ltd.	38	66	0.58	7	4	11	1	-	-	1	14
24.	Global Trust Bank Ltd.	27	-	-	2	4	17	-	-	-	-	4
25.	HDFC Bank Ltd.	527	404	1.30	107	62	79	9	80	-	31	159
26.	ICI/CI Bank Ltd.	1,202	449	2.68	211	97	175	39	203	34	60	383
27.	IDBI Bank Ltd.	164	115	1.43	28	19	22	9	29	1	2	54
28.	IndusInd Bank Ltd.	42	99	0.42	6	3	11	1	-	-	-	21
29.	Kotak Mahindra Bank Ltd.	24	47	0.51	1	1	2	-	-	-	-	20
30.	UTI Bank Ltd.	108	237	0.46	22	19	10	3	9	1	3	41

Appendix Table III.38: Statement of Complaints Received Against Scheduled Commercial Banks (Concluded)
(For the period from 01.01.2003 to 25.06.2005)

Sr. No.	Name of the Bank	Total No. of complaints received during the period	No. of branches	Complaints per branch	Category-wise break up of complaints						General/ others	
					Deposit Accounts related	Remittance/ collection facilities	Loans /Advances General	Housing Loan	Credit Cards related	Activities of Direct Selling Agents		Harassment in recovery of loan
1	2	3	4	5	6	7	8	9	10	11	12	13
	Foreign Banks in India											
1.	American Express Bank Ltd.	61	8	7.63	5	3	11	-	12	2	4	24
2.	ABN Amro Bank Ltd.	217	18	12.06	36	4	33	3	68	2	5	66
3.	Bank of America NA	11	4	2.75	1	-	1	-	1	-	-	8
4.	Bank Internasional Indonesia	4	1	4.00	-	-	-	-	-	-	-	4
5.	BNP Paribas	1	10	0.10	-	-	-	-	1	-	-	-
6.	Bank of Nova Scotia	2	5	0.40	-	2	-	-	-	-	-	-
7.	Citibank N. A.	546	34	16.06	36	39	69	9	294	12	25	62
8.	HSBC Ltd.	189	39	4.85	25	10	17	4	62	-	15	56
9.	Mitsubishi Bank Ltd.	1	1	1.00	-	-	-	-	-	-	-	1
10.	Standard Chartered Bank Ltd.	555	79	7.03	46	21	68	11	196	-	49	164

- : Nil/Negligible.