

Appendix Table III.38 : Statement of Complaints received against Public/Private Sector Banks (Continued)
(For the period from 01.07.2005 to 30.06.2006)

Sr. No.	Name of the Bank	Total No. of complaints received during the period	No. of Branches	Complaints per branch	Category-wise break up 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
	Nationalised Banks											
1.	Allahabad Bank	95	2027	0.05	22	8	24	-	-	-	4	37
2.	Andhra Bank	28	1164	0.02	8	4	6	-	-	-	1	9
3.	Bank of Baroda	173	2776	0.06	36	11	26	3	10	-	5	82
4.	Bank of India	142	2678	0.05	28	12	27	7	2	-	9	57
5.	Bank of Maharashtra	52	1336	0.04	11	1	12	-	3	-	3	22
6.	Canara Bank	144	2644	0.05	27	10	22	2	1	-	7	75
7.	Central Bank of India	190	3250	0.06	56	6	34	8	3	-	7	76
8.	Corporation Bank	60	824	0.07	9	10	4	4	-	-	1	32
9.	Dena Bank	70	1064	0.07	15	9	8	5	-	-	3	30
10.	Indian Bank	102	1435	0.07	13	1	36	6	-	-	4	42
11.	Indian Overseas Bank	61	1586	0.04	5	9	4	7	1	-	-	35
12.	Oriental Bank of Commerce	99	1184	0.08	22	10	18	7	-	-	7	35
13.	Punjab National Bank	293	4142	0.07	76	32	51	14	3	1	10	106
14.	Punjab and Sind Bank	56	786	0.07	7	5	17	5	-	-	4	18
15.	Syndicate Bank	75	1974	0.04	12	8	18	1	1	-	1	34
16.	UCO Bank	57	1815	0.03	9	7	12	2	-	-	1	26
17.	Union Bank of India	109	2169	0.05	18	16	24	6	-	-	3	42
18.	United Bank of India	35	1350	0.03	6	1	10	-	-	-	5	13
19.	Vijaya Bank	39	979	0.04	8	2	11	-	1	-	1	16
	State Bank Group											
20.	State Bank of India	1100	9241	0.12	200	140	174	34	151	25	42	334
21.	State Bank of Bikaner and Jaipur	62	836	0.07	11	7	18	2	-	-	1	23
22.	State Bank of Hyderabad	22	959	0.02	5	2	3	1	-	-	-	11
23.	State Bank of Indore	24	453	0.05	5	2	-	1	-	-	-	16
24.	State Bank of Mysore	46	646	0.07	5	12	5	-	-	-	4	20
25.	State Bank of Patiala	89	762	0.12	17	9	18	14	6	-	5	20
26.	State Bank of Saurashtra	66	439	0.15	9	11	11	-	3	-	11	21
27.	State Bank of Travancore	27	703	0.04	3	5	6	1	-	-	-	12
	Other Public Sector Bank											
28.	IDBI Ltd.	85	173	0.49	27	4	6	9	4	-	-	35

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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.	19	402	0.05	8	-	2	-	-	-	-	9
2.	Bharat Overseas Bank Ltd.	4	103	0.04	-	-	1	-	-	-	-	3
3.	Catholic Syrian Bank Ltd.	5	325	0.02	-	1	3	-	-	-	-	1
4.	City Union Bank Ltd.	9	142	0.06	1	1	1	-	-	-	-	6
5.	Dhanalakshmi Bank Ltd.	3	185	0.02	2	1	-	-	-	-	-	-
6.	Federal Bank Ltd.	8	482	0.02	1	-	5	-	-	-	-	2
7.	Ganesh Bank of Kurundwad Ltd.	5	31	0.16	-	-	-	-	-	-	-	3
8.	ING Vysya Bank Ltd.	22	387	0.06	6	3	1	-	2	-	-	11
9.	Jammu and Kashmir Bank Ltd.	11	450	0.02	1	2	-	1	-	-	1	6
10.	Karnataka Bank Ltd.	9	412	0.02	2	-	2	-	-	-	-	5
11.	Karur Vysya Bank Ltd.	13	263	0.05	1	-	1	-	-	-	-	11
12.	Laxmi Vilas Bank Ltd.	7	240	0.03	-	-	2	-	-	-	-	5
13.	Lord Krishna Bank Ltd.	4	118	0.03	2	1	-	-	-	-	-	1
14.	Nainital Bank Ltd.	2	81	0.02	1	-	-	-	-	-	-	1
15.	Ratnakar Bank Ltd.	1	78	0.01	-	-	-	-	-	-	-	1
16.	Sangli Bank Ltd.	12	194	0.06	1	-	5	-	1	-	-	5
17.	SBI Commercial and International Bank Ltd.	0	3	-	-	-	-	-	-	-	-	-
18.	South Indian Bank Ltd.	8	440	0.02	1	1	2	-	1	-	-	3
19.	Tamilnad Mercantile Bank Ltd.	22	184	0.12	5	-	3	1	-	-	-	13
20.	United Western Bank Ltd.	14	237	0.06	1	1	-	-	2	-	-	10
	New Private Sector Banks											
21.	Centurian Bank of Punjab Ltd.	37	242	0.15	11	3	5	1	-	-	1	16
22.	Development Credit Bank Ltd.	11	91	0.12	2	2	1	2	1	-	-	3
23.	HDFC Bank Ltd.	374	515	0.73	66	30	36	20	83	5	12	122
24.	ICICI Bank Ltd.	783	563	1.39	95	35	92	38	296	17	24	186
25.	IndusInd Bank Ltd.	24	146	0.16	3	3	3	-	-	-	-	15
26.	Kotak Mahindra Bank Ltd.	23	78	0.29	2	1	9	1	1	-	2	7
27.	UTI Bank Ltd.	61	348	0.18	17	12	6	3	1	-	2	20
28.	Yes Bank Ltd.	1	6	0.17	-	1	-	-	-	-	-	-

Appendix Table III.38 : Statement of Complaints received against Public/Private Sector Banks (Concluded)
(For the period from 01.07.2005 to 30.06.2006)

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											
1.	ABN Amro Bank Ltd	147	23	6.39	10	2	7	4	94	2	5	23
2.	Abu Dhabi Commercial Bank Ltd.	1	2	0.50	-	-	-	-	-	-	-	1
3.	American Express Bank Ltd.	26	8	3.25	2	-	1	-	15	4	-	4
4.	Antwerp Bank Ltd.	-	1	-	-	-	-	-	-	-	-	-
5.	Arab Bangladesh Bank Ltd.	-	1	-	-	-	-	-	-	-	-	-
6.	Bank of America NA	1	5	0.20	-	1	-	-	-	-	-	-
7.	Bank of International Indonesia	-	1	-	-	-	-	-	-	-	-	-
8.	Bank of Bahrain and Kuwait B.S.C.	-	2	-	-	-	-	-	-	-	-	-
9.	Bank of Ceylon	-	1	-	-	-	-	-	-	-	-	-
10.	Bank of Nova Scotia	-	5	-	-	-	-	-	-	-	-	-
11.	Bank of Tokyo-Mitsubishi UFJ Ltd.	1	3	0.33	-	1	-	-	-	-	-	-
12.	Barclays Bank PLC	-	1	-	-	-	-	-	-	-	-	-
13.	BNP Paribas	1	9	0.11	-	-	-	-	-	-	-	1
14.	Caylon Bank	1	6	0.17	-	-	-	-	-	-	-	1
15.	Chinatrust Commercial Bank	-	1	-	-	-	-	-	-	-	-	0
16.	Chohung Bank	-	1	-	-	-	-	-	-	-	-	0
17.	Citibank N.A.	335	39	8.59	18	14	33	15	147	62	10	36
18.	DBS Bank Ltd.	-	2	-	-	-	-	-	-	-	-	-
19.	Deutsche Bank AG	2	8	0.25	-	-	-	-	-	-	-	2
20.	HSBC Ltd.	79	42	1.88	7	2	7	5	37	7	4	10
21.	J P Morgan Chase Bank	-	1	-	-	-	-	-	-	-	-	-
22.	Krung Thai Bank Public Co. Ltd.	-	1	-	-	-	-	-	-	-	-	-
23.	Mashreqbank PSC	-	2	-	-	-	-	-	-	-	-	-
24.	Mauritius Bank	-	3	-	-	-	-	-	-	-	-	-
25.	Mizuhho Corporate Bank Ltd.	-	1	-	-	-	-	-	-	-	-	-
26.	Oman International Bank S.A.O.G.	-	2	-	-	-	-	-	-	-	-	-
27.	Societe Generale	-	2	-	-	-	-	-	-	-	-	-
28.	Sonali Bank	-	1	-	-	-	-	-	-	-	-	-
29.	Standard Chartered Bank Ltd.	285	87	3.28	10	6	24	20	122	32	16	55

- : Nil/Negligible.