

Appendix Table III.39: Statement of Complaints Received at Banking Ombudsman Office (Continued)
(For the period 2006-07)

Sr. No.	Name of the bank	Total No. of Complaints Received	Number of Complaints other than credit card Complaints/ 1000 accounts *	Number of credit card Complaints/ 1000 accounts @	Category-wise break up complaints										Others					
					Deposit Account	Remittances	Credit Cards	Loans/Advances	Charges without Prior Notice	Pension	Failure on Commitments Made	Direct Selling Agents	Notes and Coins							
									General	Housing										
1		2	3	4	5	6	7	8	9	10	11	12	13	14	15					
	Scheduled Commercial Banks	34,499	N.A.	N.A.	5,578	3,919	7,669	4,169	649	2,527	1,056	1,402	1,026	126	6,378					
	Public Sector Banks	21,660	N.A.	N.A.	3,664	2,918	3,265	2,842	366	1,434	1,039	1,006	628	104	4,394					
	Nationalised Banks	10,543	N.A.	N.A.	2,126	1,408	611	1,621	205	662	523	567	330	69	2,421					
1.	Allahabad Bank	410	0.03	N.A.	65	107	17	75	3	16	15	28	15	2	67					
2.	Andhra Bank	411	0.04	0.49	60	44	79	44	1	26	20	24	6	20	87					
3.	Bank of Baroda	837	0.04	0.57	128	122	79	103	34	89	20	58	11	4	189					
4.	Bank of India	698	0.04	0.36	166	77	40	82	10	30	47	42	20	5	179					
5.	Bank of Maharashtra	202	0.03	0.34	45	22	13	20	-	6	7	11	4	2	72					
6.	Canara Bank	929	0.05	0.86	179	152	74	167	9	43	46	43	34	2	180					
7.	Central Bank of India	908	0.06	0.96	163	131	38	144	15	35	84	32	23	10	233					
8.	Corporation Bank	223	0.04	6.77	55	29	20	35	3	12	5	13	1	1	49					
9.	Dena Bank	251	0.05	0.46	44	20	3	45	5	18	17	19	11	2	67					
10.	Indian Bank	391	0.04	2.90	48	21	38	145	5	13	21	16	10	4	70					
11.	Indian Overseas Bank	392	0.05	2.10	65	25	31	114	4	9	16	20	20	1	87					
12.	Oriental Bank of Commerce	411	0.07	N.A.	117	46	19	47	6	27	4	20	4	-	121					
13.	Punjab National Bank	1,837	0.07	N.A.	366	295	61	159	52	185	141	92	76	6	404					
14.	Punjab and Sind Bank	191	0.05	N.A.	55	21	1	21	3	7	7	10	9	-	57					
15.	Syndicate Bank	451	0.04	0.61	86	60	29	96	6	19	19	25	18	1	92					
16.	UCO Bank	432	0.05	N.A.	95	53	7	87	1	19	16	21	9	1	123					
17.	Union Bank of India	671	0.06	0.82	159	67	18	128	15	44	16	59	13	1	151					
18.	United Bank of India	180	0.03	N.A.	65	28	5	33	2	4	5	6	4	1	27					
19.	Vijaya Bank	179	0.04	0.23	26	33	15	28	1	10	4	10	19	3	30					
20.	IDBI Bank	539	0.60	N.A.	139	55	24	48	30	50	13	18	23	3	136					
	State Bank Group	11,117	N.A.	N.A.	1,538	1,510	2,654	1,221	161	772	516	439	298	35	1,973					
21.	State Bank of India	8,579	0.11	0.73	1,143	1,170	2,476	840	127	431	384	329	232	31	1,416					
22.	State Bank of Bikaner and Jaipur	986	0.20	N.A.	98	154	71	86	1	148	57	68	15	1	287					
23.	State Bank of Hyderabad	262	0.05	N.A.	25	47	46	34	-	13	15	8	13	-	61					
24.	State Bank of Indore	343	0.17	N.A.	63	42	11	29	4	90	9	9	1	1	84					
25.	State Bank of Mysore	127	0.05	N.A.	19	15	10	22	1	2	8	9	32	-	9					
26.	State Bank of Patiala	288	0.07	N.A.	81	25	21	17	13	40	7	7	3	-	74					
27.	State Bank of Saurashtra	147	0.06	N.A.	22	17	12	25	4	31	8	4	-	1	23					
28.	State Bank of Travancore	385	0.11	N.A.	87	40	7	168	11	17	28	5	2	1	19					

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(For the period from 2006-07)

Sr. No.	Name of the bank	Total No. of Complaints Received	Number of Complaints other than credit card Complaints/1000 accounts *	Number of credit card Complaints/1000 accounts @	Category-wise break up complaints													
					Deposit Account	Remittances	Credit Cards	Loans/Advances	Charges without Prior Notice	Pension	Failure on Commitments Made	Direct Selling Agents	Notes and Coins	Others				
									General	Housing								
1		2	3	4	5	6	7	8	9	10	11	12	13	14	15			
	Private Sector Banks	9,036	N.A.	N.A.	1,591	813	2,217	1,046	233	915	14	314	357	20	1,516			
	Old Private Sector Banks	825	N.A.	N.A.	182	94	54	159	13	47	6	41	40	2	187			
1.	Bank of Rajasthan Ltd.	175	0.11	0.59	15	35	9	15	4	24	-	14	5	1	53			
2.	Bharat Overseas Bank Ltd.	13	0.05	N.A.	9	-	-	-	-	-	-	-	-	-	4			
3.	Catholic Syrian Bank Ltd.	39	0.04	N.A.	15	4	1	15	1	-	-	-	1	-	2			
4.	City Union Bank Ltd.	11	0.03	N.A.	5	1	1	1	-	-	-	-	1	-	2			
5.	Dhanalakshmi Bank Ltd.	22	0.04	N.A.	2	2	1	12	-	-	-	-	1	-	4			
6.	Federal Bank Ltd.	133	0.05	N.A.	29	15	1	43	6	3	2	6	3	-	25			
7.	ING Vysya Bank Ltd.	162	0.15	N.A.	32	15	20	19	1	10	1	13	23	1	27			
8.	Jammu and Kashmir Bank Ltd.	44	0.02	-	17	4	-	3	1	-	-	3	-	-	16			
9.	Karnataka Bank Ltd.	28	0.02	N.A.	8	5	2	3	-	-	-	-	2	-	8			
10.	Karur Vysya Bank Ltd.	42	0.03	N.A.	14	6	5	4	-	5	-	2	1	-	5			
11.	Laxmi Vilas Bank Ltd.	18	0.02	N.A.	4	1	2	7	-	1	-	-	2	-	1			
12.	Lord Krishna Bank Ltd.	22	0.11	N.A.	7	-	-	7	-	2	-	-	-	-	6			
13.	Nainital Bank Ltd.	15	0.07	N.A.	1	1	-	1	-	-	3	1	1	-	7			
14.	Ratnakar Bank Ltd.	3	0.01	N.A.	1	-	-	-	-	-	-	-	-	-	2			
15.	Sangli Bank Ltd.	25	0.05	N.A.	8	1	-	-	-	-	-	1	-	-	15			
16.	SBI Commercial and International Bank Ltd.	2	0.35	N.A.	-	-	-	-	-	-	-	-	-	-	2			
17.	South Indian Bank Ltd.	47	0.04	N.A.	9	4	7	21	-	2	-	1	-	-	3			
18.	Tamilnad Mercantile Bank Ltd.	24	0.02	0.91	6	-	5	8	-	-	-	-	-	-	5			
	New Private Sector Banks	8,211	N.A.	N.A.	1,409	719	2,163	887	220	868	8	273	317	18	1,329			
19.	Axis Bank	456	0.11	0.62	104	53	51	35	5	103	-	14	14	1	76			
20.	Centurian Bank of Punjab Ltd.	435	0.41	N.A.	84	34	31	64	4	112	2	23	5	1	75			
21.	Development Credit Bank Ltd.	47	0.15	N.A.	7	8	2	6	-	6	-	-	4	-	14			
22.	HDFC Bank Ltd.	2,048	0.25	0.21	347	182	621	165	37	203	5	55	74	5	354			
23.	ICICI Bank Ltd.	5,048	0.49	0.19	829	432	1,451	584	166	412	1	177	214	8	774			
24.	Indus Ind Bank Ltd.	63	0.16	N.A.	18	2	2	11	1	7	-	2	4	2	14			
25.	Kotak Mahindra Bank Ltd.	113	0.91	N.A.	19	8	5	22	7	25	-	2	2	1	22			
26.	Yes Bank Ltd.	1	0.02	N.A.	1	-	-	-	-	-	-	-	-	-	-			

Appendix Table III.39: Statement of Complaints Received at Banking Ombudsman Office (Concluded)
(For the period from July 1, 2006 to June 30, 2007)

Sr. No.	Name of the bank	Total No. of Complaints Received	Number of Complaints other than credit card Complaints/ 1000 accounts *	Number of credit card Complaints/ 1000 accounts @	Category-wise break up complaints										Others
					Deposit Account	Remittances	Credit Cards	Loans/Advances General	Housing	Charges without Prior Notice	Pension	Failure on Commitments Made	Direct Selling Agents	Notes and Coins	
1		2	3	4	5	6	7	8	9	10	11	12	13	14	15
	Foreign Banks	3,803	N.A.	N.A.	323	188	2,187	281	50	178	3	82	41	2	468
1.	AEN Amro Bank Ltd	842	0.72	0.56	64	41	520	43	12	35	1	17	7	-	102
2.	Abu Dhabi Commercial Bank Ltd.	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
3.	American Express Bank Ltd.	83	1.20	0.15	3	5	56	4	-	1	-	-	1	-	13
4.	Antwerp Bank Ltd.	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
5.	Arab Bangladesh Bank Ltd.	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
6.	Bank of America NA	5	24.04	N.A.	1	1	-	-	-	1	-	-	-	-	2
7.	Bank of International Indonesia	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
8.	Bank of Bahrain & Kuwait B.S.C.	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
9.	Bank of Ceylon	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
10.	Bank of Nova Scotia	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
11.	Bank of Tokyo-Mitsubishi UFJ Ltd.	1	0.14	N.A.	1	-	-	-	-	-	-	-	-	-	-
12.	Barclays Bank PLC	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
13.	BNP Paribas	3	0.79	N.A.	1	-	-	-	-	-	-	-	-	-	2
14.	Calyon Bank	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
15.	Chinatrust Commercial Bank	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
16.	Citibank N.A.	1,182	0.69	0.19	111	53	636	112	13	51	2	24	15	-	165
17.	Development Bank of Singapore Ltd.	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
18.	Deutsche Bank AG	41	0.98	0.11	5	5	19	2	-	-	-	2	1	-	7
19.	HSBC Ltd.	676	0.44	0.20	61	35	427	28	8	28	-	11	7	1	70
20.	J P Morgan Chase Bank	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
21.	Krung Thai Bank Public Co. Ltd.	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
22.	Mashreqbank PSC	1	3.61	N.A.	-	-	-	-	-	-	-	-	-	-	1
23.	Mauritius Bank	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
24.	Mizuho Corporate Bank Ltd.	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
25.	Oman International Bank S.A.O.G.	1	0.12	N.A.	-	-	-	-	-	-	-	-	-	-	1
26.	Shinhan Bank	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
27.	Societe Generale	-	-	N.A.	-	-	-	-	-	-	-	-	-	-	-
28.	Sonali Bank	1	0.62	N.A.	-	1	-	-	-	-	-	-	-	-	-
29.	Standard Chartered Bank Ltd.	967	0.63	0.38	76	47	529	92	17	62	-	28	10	1	105

* The number of accounts as on March 31, 2006.
@ The number of credit card accounts as on March 31, 2007.

- : Nil/Negligible.
N.A.: Not Available.