

**Appendix Table III.39: Statement of Complaints Received at Banking Ombudsman Office (Continued)**  
(For the period 2007-08)

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 credit card accounts	Category-wise break up of complaints										Notes and Coins	Others
					Deposit Account	Remittances	Credit Cards	Loans/Advances General	Housing	Changes without Prior Notice	Pension	Failure on Commitments Made	Direct Selling Agents			
1		2	3	4	5	6	7	8	9	10	11	12	13	14	15	
	<b>Scheduled Commercial Banks</b>	<b>45,772</b>	<b>N.A.</b>	<b>N.A.</b>	<b>5,500</b>	<b>5,077</b>	<b>10,107</b>	<b>5,042</b>	<b>731</b>	<b>3,700</b>	<b>1,573</b>	<b>6,222</b>	<b>3,044</b>	<b>133</b>	<b>4,643</b>	
	<b>Public Sector Banks</b>	<b>25,694</b>	<b>N.A.</b>	<b>N.A.</b>	<b>2,866</b>	<b>3,432</b>	<b>3,936</b>	<b>3,348</b>	<b>392</b>	<b>1,659</b>	<b>1,519</b>	<b>3,521</b>	<b>1,902</b>	<b>91</b>	<b>3,028</b>	
	<b>Nationalised Banks</b>	<b>12,163</b>	<b>N.A.</b>	<b>N.A.</b>	<b>1,685</b>	<b>1,713</b>	<b>697</b>	<b>1,929</b>	<b>218</b>	<b>815</b>	<b>599</b>	<b>1,805</b>	<b>979</b>	<b>47</b>	<b>1,676</b>	
1.	Allahabad Bank	506	0.04	0.03	57	75	10	91	11	24	30	85	75	-	48	
2.	Andhra Bank	397	0.03	0.03	28	56	80	24	2	30	22	37	38	1	79	
3.	Bank of Baroda	1,070	0.05	0.04	117	177	98	137	13	103	28	199	85	8	105	
4.	Bank of India	930	0.05	0.02	138	130	65	152	22	68	37	133	74	1	110	
5.	Bank of Maharashtra	309	0.04	0.01	62	48	9	36	5	20	23	65	20	-	21	
6.	Canara Bank	1,102	0.05	0.02	190	139	90	191	17	53	42	138	82	2	158	
7.	Central Bank of India	1,013	0.07	0.07	125	157	24	208	30	22	73	140	91	7	136	
8.	Corporation Bank	205	0.04	0.01	41	30	14	25	5	15	2	33	14	-	26	
9.	Dena Bank	292	0.05	0.02	36	34	12	29	6	23	23	45	25	-	59	
10.	Indian Bank	479	0.04	0.01	68	36	28	119	6	27	17	79	13	1	85	
11.	Indian Overseas Bank	435	0.05	0.02	66	39	17	107	1	27	19	79	22	3	55	
12.	Oriental Bank of Commerce	425	0.08	0.02	83	53	16	55	6	47	6	56	28	2	73	
13.	Punjab National Bank	2,006	0.07	0.02	261	330	104	288	36	129	179	205	142	9	323	
14.	Punjab and Sind Bank	224	0.06	1.03	41	33	3	31	5	4	14	34	22	1	36	
15.	Syndicate Bank	550	0.04	0.01	87	58	30	115	8	32	26	61	47	2	84	
16.	UCO Bank	543	0.06	0.17	70	90	16	99	2	17	14	92	55	5	83	
17.	Union Bank of India	778	0.06	0.02	82	105	31	137	14	81	27	137	78	4	82	
18.	United Bank of India	195	0.02	0.03	36	27	11	19	3	25	9	35	12	1	17	
19.	Vijaya Bank	195	0.04	0.02	25	29	11	34	-	12	6	27	15	-	36	
20.	IDBI Bank	509	0.24	0.02	72	67	28	32	26	56	2	125	41	-	60	
	<b>State Bank Group</b>	<b>13,531</b>	<b>N.A.</b>	<b>N.A.</b>	<b>1,181</b>	<b>1,719</b>	<b>3,239</b>	<b>1,419</b>	<b>174</b>	<b>844</b>	<b>920</b>	<b>1,716</b>	<b>923</b>	<b>44</b>	<b>1,352</b>	
21.	State Bank of India	10,867	0.13	0.10	968	1,362	3,047	982	114	546	757	1,187	757	34	1,113	
22.	State Bank of Bikaner and Jaipur	949	0.21	0.03	28	157	55	73	19	148	71	342	4	5	47	
23.	State Bank of Hyderabad	275	0.05	0.03	18	41	59	32	-	15	13	39	17	1	40	
24.	State Bank of Indore	396	0.17	0.02	15	43	21	52	12	48	22	59	107	2	15	
25.	State Bank of Mysore	178	0.06	0.01	25	27	13	28	1	9	8	22	23	-	22	
26.	State Bank of Patiala	298	0.07	0.02	44	38	29	47	9	34	27	30	8	1	31	
27.	State Bank of Saurashtra	155	0.07	0.01	16	18	7	23	2	25	7	26	7	1	23	
28.	State Bank of Travancore	413	0.10	-	67	33	8	182	17	19	15	11	-	-	61	

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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 credit card accounts	Category-wise break up of complaints										Notes and Coins	Others
					Deposit Account	Remittances	Credit Cards	Loans/Advances General	Housing	Charges without Prior Notice	Pension	Failure on Commitments Made	Direct Selling Agents			
1		2	3	4	5	6	7	8	9	10	11	12	13	14	15	
	<b>Private Sector Banks</b>	<b>13,950</b>	<b>N.A.</b>	<b>N.A.</b>	<b>2,113</b>	<b>1,330</b>	<b>3,084</b>	<b>1,290</b>	<b>260</b>	<b>1,618</b>	<b>45</b>	<b>2,145</b>	<b>801</b>	<b>30</b>	<b>1,234</b>	
	<b>Old Private Sector Banks</b>	<b>929</b>	<b>N.A.</b>	<b>N.A.</b>	<b>140</b>	<b>97</b>	<b>49</b>	<b>131</b>	<b>23</b>	<b>111</b>	<b>3</b>	<b>193</b>	<b>37</b>	<b>5</b>	<b>140</b>	
1.	Bank of Rajasthan Ltd.	195	0.12	0.01	15	19	4	14	2	31	2	90	4	3	11	
2.	Catholic Syrian Bank Ltd.	-	-	NA	-	-	-	-	-	-	-	-	-	-	-	
3.	City Union Bank Ltd.	43	0.04	0.01	10	3	1	12	-	4	-	3	-	-	10	
4.	Dhanalakshmi Bank Ltd.	30	0.07	NA	4	4	1	3	-	3	-	8	1	-	6	
5.	Federal Bank Ltd.	30	0.05	-	5	3	-	7	2	3	-	4	-	-	6	
6.	ING Vysya Bank Ltd.	124	0.04	-	23	16	5	37	9	7	-	12	-	-	15	
7.	Jammu and Kashmir Bank Ltd.	197	0.13	0.03	31	16	25	19	8	31	-	26	15	1	25	
8.	Karnataka Bank Ltd.	25	0.01	0.01	4	4	3	4	1	1	-	2	-	-	6	
9.	Karur Vysya Bank Ltd.	42	0.02	0.01	5	7	3	5	-	1	-	5	3	1	12	
10.	Laxmi Vilas Bank Ltd.	56	0.04	-	5	3	5	7	-	6	-	13	5	-	12	
11.	Lord Krishna Bank Ltd.	34	0.06	NA	11	4	1	4	-	-	-	6	-	-	8	
12.	Nainital Bank Ltd.	2	0.01	NA	1	1	-	-	-	-	-	-	-	-	-	
13.	Ratnakar Bank Ltd.	11	0.04	NA	-	3	-	-	-	1	-	-	5	-	2	
14.	Sangli Bank Ltd.	5	0.02	NA	-	-	-	-	-	-	-	5	-	-	-	
15.	SBI Commercial and International Bank Ltd.	4	0.01	NA	1	-	-	-	-	-	-	1	-	-	2	
16.	South Indian Bank Ltd.	1	0.18	-	-	-	-	-	-	1	-	-	-	-	-	
17.	Tamilnad Mercantile Bank Ltd.	-	NA	NA	-	-	-	-	-	-	-	-	-	-	-	
	<b>New Private Sector Banks</b>	<b>13,021</b>	<b>N.A.</b>	<b>N.A.</b>	<b>1,973</b>	<b>1,233</b>	<b>3,035</b>	<b>1,159</b>	<b>237</b>	<b>1,507</b>	<b>42</b>	<b>1,952</b>	<b>764</b>	<b>25</b>	<b>1,094</b>	
18.	Axis Bank Ltd.	1,043	0.20	0.03	155	126	210	56	17	200	6	152	44	3	74	
19.	Centurion Bank of Punjab Ltd.	473	0.40	NA	91	40	49	66	13	76	5	74	24	2	33	
20.	Development Credit Bank Ltd.	61	0.19	-	7	7	-	5	6	9	-	18	4	-	5	
21.	HDFC Bank Ltd.	3,480	0.48	0.08	508	286	963	286	37	362	6	468	224	1	339	
22.	ICI Bank Ltd.	7,576	0.66	0.08	1,122	733	1,795	701	156	820	20	1,165	443	19	602	
23.	Indus Ind Bank Ltd.	109	0.19	0.01	15	12	3	8	3	14	2	22	12	-	18	
24.	Kotak Mahindra Bank Ltd.	261	1.04	0.02	72	26	12	37	5	23	1	52	12	-	21	
25.	Yes Bank Ltd.	18	0.07	0.04	3	3	3	-	-	3	2	1	1	-	2	

**Appendix Table III 39: Statement of Complaints Received at Banking Ombudsman Office (Concluded)**  
 (For the period 2007-08)

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 credit card accounts	Category-wise break up of complaints										Others
					Deposit Account	Remittances	Credit Cards	Loans/Advances General	Housing	Charges without Prior Notice	Penion	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
	<b>Foreign Banks</b>	<b>6,128</b>	<b>N.A.</b>	<b>N.A.</b>	<b>521</b>	<b>315</b>	<b>3,087</b>	<b>404</b>	<b>79</b>	<b>423</b>	<b>9</b>	<b>556</b>	<b>341</b>	<b>12</b>	<b>381</b>
1.	AB Bank Ltd.	-	-	NA	-	-	-	-	-	-	-	-	-	-	-
2.	AEN Amro Bank Ltd	1,162	1.22	0.35	75	40	612	86	13	93	-	130	67	2	44
3.	Abu Dhabi Commercial Bank Ltd.	-	-	NA	-	-	-	-	-	-	-	-	-	-	-
4.	American Express Bank Ltd.	63	1.30	0.09	7	3	38	2	-	6	1	2	-	-	4
5.	Antwerp Bank Ltd.	-	-	NA	-	-	-	-	-	-	-	-	-	-	-
6.	Bank of America NA	3	0.16	NA	1	1	-	1	-	-	-	-	-	-	-
7.	Bank of International Indonesia	-	-	NA	-	-	-	-	-	-	-	-	-	-	-
8.	Bank of Bahrain & Kuwait B.S.C.	-	-	NA	-	-	-	-	-	-	-	-	-	-	-
9.	Bank of Ceylon	1	0.60	NA	-	-	-	-	-	-	-	1	-	-	-
10.	Bank of Nova Scotia	1	0.24	NA	-	-	-	-	-	1	-	-	-	-	-
11.	Bank of Tokyo-Mitsubishi UFJ Ltd.	1	0.14	NA	-	-	-	-	-	-	-	-	-	-	1
12.	Barclays Bank PLC	252	13.93	0.15	23	17	106	26	3	18	1	36	6	1	15
13.	BNP Paribas	3	0.03	NA	-	-	2	1	-	-	-	-	-	-	-
14.	Calyon Bank	3	-	NA	-	-	3	-	-	-	-	-	-	-	-
15.	Chinatrust Commercial Bank	-	-	NA	-	-	-	-	-	-	-	-	-	-	-
16.	Citibank N.A.	1,901	1.02	NA	173	126	943	131	20	108	1	166	79	2	152
17.	DBS Bank Ltd.	-	-	NA	-	-	-	-	-	-	-	-	-	-	-
18.	Deutsche Bank AG	134	1.00	0.08	11	7	49	10	1	15	-	19	17	-	5
19.	HSBC Ltd.	1,291	0.89	NA	100	44	722	52	14	104	1	95	95	5	59
20.	J P Morgan Chase Bank	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21.	Krung Thai Bank Public Co. Ltd.	-	-	NA	-	-	-	-	-	-	-	-	-	-	-
22.	Mashreq Bank PSC	1	3.58	NA	-	-	-	-	-	1	-	-	-	-	-
23.	Mauritius Bank	1	0.05	NA	1	-	-	-	-	-	-	-	-	-	-
24.	Mizuhho Corporate Bank Ltd.	-	-	NA	-	-	-	-	-	-	-	-	-	-	-
25.	Oman International Bank S.A.O.G.	1	0.13	NA	-	-	-	-	-	-	-	1	-	-	-
26.	Shinhan Bank	-	NA	NA	-	-	-	-	-	-	-	-	-	-	-
27.	Societe Generale	-	-	NA	-	-	-	-	-	-	-	-	-	-	-
28.	Sonali Bank	-	-	NA	-	-	-	-	-	-	-	-	-	-	-
29.	Standard Chartered Bank Ltd.	1,310	1.02	0.29	130	77	612	95	28	77	5	106	77	2	101

\* : The number of accounts as on March 31, 2007.  
 @ : The number of credit card accounts as on June 30, 2008.

- : Nil/Negligible.

N.A. : Not Available.