

Appendix Table IV.8: Complaints Received at Banking Ombudsman Office (Continued)
(For the Period July-June 2017-18)

Sr. No.	Name of the Bank	Number of Complaints in Major Categories							Total Number of Complaints
		Deposit Account	Loans/Advances (General & Housing)	ATM/Debit/Credit Cards	Pension	Failure on Commitments and Non-Adherence to BCSBI Code	Non-Observance of Fair Practices Code	Non-Adherence to Instructions on Direct Selling Agents and Recovery Agents	
1	2	3	4	5	6	7	8	9	10
	Public Sector Banks	4,385	4,342	23,017	7,606	12,683	22,895	170	101,965
1	Allahabad Bank	61	70	388	122	163	506	1	1,727
2	Andhra Bank	37	52	381	60	237	298	5	1,508
3	Bank of Baroda	302	296	1,251	368	889	1,719	13	7,106
4	Bank of India	216	109	719	528	387	1,229	7	4,451
5	Bank of Maharashtra	24	27	117	16	98	356	-	831
6	Canara Bank	234	225	865	570	557	1,506	7	5,489
7	Central Bank of India	111	153	576	377	276	781	7	3,158
8	Corporation Bank	126	110	788	16	227	497	5	2,468
9	Dena Bank	57	63	208	113	149	301	2	1,229
10	IDBI Bank Ltd.	134	85	644	5	199	617	3	2,487
11	Indian Bank	85	120	364	114	141	498	4	1,694
12	Indian Overseas Bank	99	126	512	69	219	588	6	2,308
13	Oriental Bank of Commerce	70	93	573	42	147	493	1	2,096
14	Punjab and Sind Bank	28	34	81	62	71	164	1	652
15	Punjab National Bank	365	353	2,107	855	635	1,463	10	8,532
16	State Bank of India	2,054	2,054	11,816	3,722	7,318	9,312	88	46,994
17	Syndicate Bank	83	78	239	167	126	428	2	1,645
18	UCO Bank	97	94	412	215	212	544	2	2,244
19	Union Bank of India	131	111	614	87	429	1,147	3	3,498
20	United Bank of India	36	44	207	86	132	294	1	1,077
21	Vijaya Bank	35	45	155	12	71	154	2	771

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1	2	3	4	5	6	7	8	9	10
	Private Sector Banks	1,754	1,506	11,537	43	4,165	9,292	287	42,441
1	Axis Bank Ltd.	303	238	2,038	8	901	1,882	42	8,151
2	Bandhan Bank Ltd.	11	8	54	-	15	38	-	208
3	Catholic Syrian Bank Ltd.	3	16	11	-	11	50	-	117
4	City Union Bank Ltd.	14	16	42	-	15	59	1	219
5	DCB Bank Ltd.	19	32	106	-	40	107	2	415
6	Dhanalakshmi Bank Ltd.	2	3	6	-	7	44	-	79
7	Federal Bank Ltd.	20	21	157	-	61	180	-	585
8	HDFC Bank Ltd.	448	440	3,648	13	1,422	2,161	112	12,044
9	ICICI Bank Ltd.	468	402	2,650	17	879	2,367	49	10,465
10	IDFC Bank Ltd.	14	5	44	-	19	59	-	207
11	IndusInd Bank Ltd.	77	79	508	-	151	422	13	1,825
12	Jammu & Kashmir Bank Ltd.	6	6	43	2	10	37	2	187
13	Karnataka Bank Ltd.	15	14	81	-	34	53	-	291
14	Karur Vysya Bank Ltd.	26	10	76	-	28	99	1	346
15	Kotak Mahindra Bank Ltd.	186	122	995	3	299	1,048	42	4,044
16	Lakshmi Vilas Bank Ltd.	13	17	40	-	17	44	4	183
17	Nainital Bank Ltd.	2	-	6	-	2	4	-	36
18	RBL Bank Ltd.	29	18	692	-	56	155	17	1,245
19	South Indian Bank Ltd.	13	11	47	-	30	83	-	270
20	Tamilnad Mercantile Bank Ltd.	8	12	26	-	9	49	-	139
21	Yes Bank Ltd.	77	36	267	-	159	351	2	1,385

Appendix Table IV.8: Complaints Received at Banking Ombudsman Office (Concluded)

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1	2	3	4	5	6	7	8	9	10
	Foreign Banks	148	78	1,696	7	252	713	20	3,850
1	AB Bank Limited	-	1	1	-	-	-	-	3
2	Abu Dhabi Commercial Bank Ltd.	1	-	-	-	-	3	-	4
3	American Express Banking Corp.	-	-	119	1	4	21	2	170
4	Australia and New Zealand Banking Group Ltd.	-	-	-	-	-	4	-	4
5	Bank of America N.T. and S.A.	-	-	-	1	1	5	-	14
6	Bank of Ceylon	1	-	-	-	-	-	-	1
7	Bank of Nova Scotia	-	-	-	-	-	1	-	2
8	Barclays Bank PLC	-	1	23	-	2	9	-	41
9	BNP Paribas	-	-	1	-	-	-	-	2
10	Credit Agricole Corporate and Investment Bank	-	-	-	-	-	1	-	2
11	Citibank N.A	79	26	681	1	90	215	6	1,450
12	DBS Bank Ltd.	13	-	12	-	5	14	-	83
13	Deutsche Bank (Asia)	8	5	17	-	10	35	-	110
14	Hongkong and Shanghai Banking Corp. Ltd.	18	12	199	1	24	98	1	470
15	KEB Hana Bank	-	-	-	-	-	-	-	2
16	Mashreq Bank PSC	-	-	-	-	-	1	-	1
17	Mizuho Bank Ltd.	-	1	-	-	-	-	-	3
18	MUFG Bank Ltd.	-	-	-	-	-	-	-	1
19	Royal Bank of Scotland	3	1	37	-	8	14	1	80
20	Societe Generale	-	-	-	-	-	-	-	1
21	Standard Chartered Bank	25	31	606	3	108	292	10	1,406

Note: -: Nil/negligible.**Source:** RBI.