

Appendix Table IV.12: Statement of complaints received at RBI Ombudsman Office (Continued)
(April to March 2021-22)

Sr. No.	Name of the Bank	Number of complaints in major categories for Public Sector Banks								Others	Total
		Deposit Account	Loans and Advances	ATM/Debit card/Credit card	Mobile Banking/Electronic Banking	Levy of Charges Without Prior Notice	Pension	Non-Observance of Fair Practices	Failure on Commitments and Failure of Commitment to BCSBI Code		
	Public Sector Banks	10,632	12,609	35,037	24,226	5,087	6,070	13,445	14,669	25,250	147,025
1	State Bank of India (excluding SBI card)	3,858	4,889	13,003	12,275	1,862	2,710	5,047	5,390	9,610	58,644
2	Bank of Baroda	1,080	1,283	3,214	1,734	630	256	1,549	1,259	2,369	13,374
3	Bank of India	452	602	2,923	966	215	217	608	530	1,319	7,832
4	Bank of Maharashtra	123	145	624	320	92	30	110	111	398	1,953
5	Canara Bank	980	1,202	1,992	1,111	581	343	1,256	1,463	2,042	10,970
6	Central Bank of India	417	527	2,346	904	140	373	585	513	1,033	6,838
7	Indian Bank	757	792	1,940	1,168	275	429	777	741	1,361	8,240
8	Indian Overseas Bank	201	351	492	290	98	46	265	251	400	2,394
9	Punjab and Sind Bank	61	82	207	134	31	7	60	210	156	948
10	Punjab National Bank	1,600	1,430	4,492	2,909	645	1,192	1,785	2,789	3,776	20,618
11	UCO Bank	206	236	464	384	84	76	221	262	498	2,431
12	Union Bank of India	897	1,070	3,340	2,031	434	391	1,182	1,150	2,288	12,783

Appendix Table IV.12: Statement of complaints received at RBI Ombudsman Office (Continued)
(April to March 2021-22)

Sr. No.	Name of the Bank	Number of complaints in major categories for Private Sector Banks								Others	Total
		Deposit Account	Loans and Advances	ATM/ Debit card/ Credit card	Mobile Banking / Electronic Banking	Levy of Charges Without Prior Notice	Pension	Non-Observance of Fair Practices	Failure on Commitments and Failure of Commitment to BCSBI Code		
	Private Sector Banks	4,215	10,025	28,903	11,180	6,727	62	8,762	9,805	14,596	94,275
1	Axis Bank Limited	856	1,499	5,685	1,694	1,730	7	1,424	1,779	2,318	16,992
2	Bandhan Bank Limited	48	134	184	106	21	1	83	54	138	769
3	Catholic Syrian Bank Limited	7	19	15	7	10	-	24	12	25	119
4	City Union Bank Limited	18	54	49	60	19	-	34	20	53	307
5	DCB Bank Limited	31	188	35	26	50	1	90	108	119	648
6	Dhanlaxmi Bank Limited	6	16	6	5	4	-	7	7	13	64
7	Federal Bank Limited	77	119	241	207	38	-	118	66	175	1,041
8	HDFC Bank Limited	834	2,077	5,950	2,673	1,248	18	1,849	2,305	3,090	20,044
9	ICICI Bank Limited	1,050	2,529	5,815	3,158	1,698	21	2,102	2,298	3,372	22,043
10	IDBI Bank Limited	179	392	383	301	217	5	250	252	521	2,500
11	IDFC First Bank Limited	136	790	406	289	232	1	527	493	913	3,787
12	Indusind Bank Limited	221	467	1,960	515	298	-	488	614	860	5,423
13	Jammu & Kashmir Bank Limited	28	59	190	143	31	2	52	29	123	657
14	Karnataka Bank Limited	36	76	98	106	45	-	55	89	87	592
15	Karur Vysya Bank Limited	48	103	69	79	27	1	83	57	69	536
16	Kotak Mahindra Bank Limited	326	765	2,152	1,048	503	5	706	785	1,451	7,741
17	Nainital Bank Limited	6	8	11	12	3	-	9	5	7	61
18	RBL Bank Limited	114	234	4,856	294	297	-	433	417	657	7,302
19	South Indian Bank Limited	32	89	88	77	31	-	67	36	80	500
20	Tamilnad Mercantile Bank Limited	30	43	49	51	28	-	69	17	43	330
21	Yes Bank Limited	132	364	661	329	197	-	292	362	482	2,819

Appendix Table IV.12: Statement of complaints received at RBI Ombudsman Office (Continued)
(April to March 2021-22)

Sr. No.	Name of the Bank	Number of complaints in major categories for Foreign Banks								Others	Total
		Deposit Account	Loans and Advances	ATM/ Debit card/ Credit card	Mobile Bankin/ Electronic Banking	Levy of Charges Without Prior Notice	Pension	Non-Observance of Fair Practices	Failure On Commitments and Failure of Commitment to BCSBI Code		
	Foreign Banks	163	318	2,085	458	203	6	355	326	550	4,464
1	AB Bank Limited	-	-	2	-	-	-	-	-	1	3
2	Abu Dhabi Commercial Bank PJSC	-	1	-	-	-	-	-	-	-	1
3	American Express Banking Corporation	1	2	233	4	26	-	14	19	10	309
4	Barclays Bank Plc	2	1	6	1	1	-	-	2	6	19
5	Bank of America National Association	-	-	-	2	-	-	2	-	4	8
6	Bank of Bahrain and Kuwait B.S.C	-	-	-	-	-	-	1	-	-	1
7	BNP Paribas	-	1	-	-	-	-	1	-	-	2
8	Citibank N.A.	33	34	777	136	41	-	98	80	162	1,361
9	DBS Bank India Limited	54	27	56	105	20	2	48	40	81	433
10	Deutsche Bank A.G.,	7	38	4	3	5	-	15	18	34	124
11	Doha Bank QSC	-	-	-	-	-	-	1	-	-	1
12	Emirates NBD BANK (P.J.S.C.)	1	-	-	-	-	-	-	-	-	1
13	FirstRand Bank Limited	-	-	-	1	-	-	-	-	-	1
14	Hong Kong and Shanghai Banking Corporation Limited	14	26	217	27	11	-	32	21	31	379
15	Industrial & Commercial Bank of China Limited	-	-	-	-	-	-	-	1	-	1
16	JP Morgan Chase Bank N.A.	-	-	-	-	-	-	-	-	1	1
17	Mizuho Bank Limited	-	-	-	-	-	-	-	-	2	2
18	MUFG Bank, Ltd.	-	-	-	-	-	-	1	-	-	1
19	Natwest Markets PLC (Erstwhile The Royal Bank of Scotland PLC)	-	-	4	-	-	-	2	4	1	11
20	SBM Bank (India) Limited	10	6	66	11	1	-	2	9	10	115
21	Shinhan Bank	-	1	-	-	-	-	-	1	1	3
22	Sonali Bank	-	-	-	-	-	1	-	-	-	1
23	Standard Chartered Bank	41	177	720	168	98	3	138	129	206	1,680
24	United Overseas Bank Limited	-	1	-	-	-	-	-	-	-	1
25	Woori Bank	-	3	-	-	-	-	-	2	-	5

Appendix Table IV.12: Statement of complaints received at RBI Ombudsman Office (Concluded)
(April to March 2021-22)

Sr. No.	Name of the Bank	Number of complaints in major categories for Small Finance Banks							Others	Total	
		Deposit Account	Loans and Advances	ATM/Debit card/Credit card	Mobile Banking/Electronic Banking	Levy of Charges Without Prior Notice	Pension	Non-Observance of Fair Practices			Failure On Commitments and Failure of Commitment to BCSBI Code
	Small Finance Banks	155	388	196	189	115	1	243	263	389	1,939
1	AU Small Finance Bank Limited	39	160	62	60	45	-	88	103	172	729
2	Capital Small Finance Bank Limited	1	10	2	4	1	-	-	16	7	41
3	Equitas Small Finance Bank Limited	28	85	24	35	19	-	49	39	61	340
4	ESAF Small Finance Bank Limited	3	9	13	8	4	-	10	7	14	68
5	Fincare Small Finance Bank Limited	26	22	21	20	10	-	17	19	27	162
6	Jana Small Finance Bank Limited	16	42	31	5	12	-	36	33	38	213
7	North East Small Finance Bank Limited	1	1	2	-	-	-	1	-	-	5
8	Suryoday Small Finance Bank Limited	6	4	1	-	2	-	10	1	9	33
9	Ujjivan Small Finance Bank Limited	23	49	33	43	19	1	24	33	49	274
10	Utkarsh Small Finance Bank Limited	12	6	7	14	3	-	8	12	12	74
	Payments Banks	578	44	461	2,433	133	1	278	645	1,564	6,137
1	Airtel Payments Bank Limited	346	5	102	1,167	92	1	131	397	821	3,062
2	Fino Payments Bank Limited	15	3	50	34	3	-	15	23	62	205
3	India Post Payments Bank Limited	32	2	53	84	7	-	15	33	61	287
4	Jio Payments Bank Limited	1	-	1	9	-	-	1	1	1	14
5	NSDL Payments Bank Limited	17	2	2	10	7	-	8	15	28	89
6	Paytm Payments Bank Limited	167	32	253	1,129	24	-	108	176	591	2,480
	Others (SBI Cards+Primary Urban Cooperative Banks+RRBs+Others)	964	7,350	9,521	2,111	2,251	39	14,797	1,139	12,484	50,656

Note: Nil/negligible.

Source: RBI.